84- 3022 /

THIRTEENTH REPORT OF THE OMBUDSMAN

January 1, 1983 to December 31, 1983

Nova Scotia

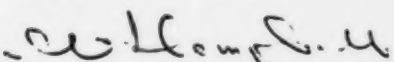
10 January, 1984

The Honourable Arthur R. Donahoe, Q.C.,
Speaker,
The Legislative Assembly,
Province of Nova Scotia.

Mr. Speaker:

In accordance with Section 24(1) of the Ombudsman Act, it is my honour to present my Annual Report for the calendar year 1983.

Respectfully submitted,



W. L. Campbell,
Ombudsman

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PART I
INTRODUCTION

PART I
INTRODUCTION

The Ombudsman Act in Nova Scotia was assented to on December 18, 1970, and proclaimed April 27, 1971. Appointment of the first Ombudsman followed immediately. In the order of establishment of offices Nova Scotia is in the centre, although not in numbers of staff as shown below:

Province	Establishment of Office		Staff July 1983
Alberta	September	1967	18
New Brunswick	October	1967	5
Quebec	May	1969	35
Manitoba	April	1970	6
Nova Scotia	April	1971	4
Saskatchewan	April	1972	16
Newfoundland	June	1975	3
Ontario	October	1975	122
British Columbia	October	1979	40

All Provincial Ombudsmen are empowered to investigate complaints against the administration of a provincial law and, to varying extent, against the actions of provincial agencies. Only Nova Scotia and New Brunswick have the jurisdiction to investigate complaints against the administration of municipal law. Two provinces, Alberta and Ontario, have committees of their legislatures exercising some measures of influence over Ombudsman activities. Ontario has the Select Committee on the Ombudsman, which makes recommendations to the House based on the Annual Report and also reviews the Ombudsman's budget. Alberta has the Select Standing Committee on Legislative Offices with approximately the same functions regarding the Ombudsman.

The Government of Canada now has four offices performing specialized Ombudsman roles. They are:

The Federal Correctional Investigator
The Commissioner of Official Languages
The Privacy Commissioner
The Information Commissioner

There is still no Federal Ombudsman with a mandate corresponding to that of the Provincial Ombudsmen. We do receive satisfactory cooperation from the local offices of the federal departments with few exceptions, but all Ombudsmen feel the lack of an Ombudsman in Ottawa.

In Nova Scotia the Ombudsman is empowered to hear and investigate personal complaints from individuals who feel they have been done a disservice by municipal or provincial government departments in the province. He may use his investigatory powers to assist in correcting the disservice or to guide the complainant in the right direction to have his grievance settled. He may also recommend appropriate measures to government departments.

The Ombudsman can help settle only those grievances arising from the administration of laws and regulations of government departments and agencies, provincial and municipal. These may be in the form of unreasonable delays, administrative errors, oversight, negligence, or other examples of faulty implementation of an act, by-law, regulation or policy. He has no jurisdiction over decisions made by a court or matters about to be heard by a court. He cannot effectively question decisions of Cabinet or its committees, nor does he have jurisdiction over disputes between individuals and private companies. With these limitations on jurisdiction, much of any assistance rendered must be in the form of advice to the complainant on how to set about the solution to his problem. The Act stipulates that established channels must be observed if they exist.

The Nova Scotia Ombudsman, notwithstanding the restrictions contained in the above two paragraphs, does attempt to sort out non-jurisdictional problems for clients who need the help. This often means calling upon somebody who does have the authority to provide the help, or recommending a new approach for the client. This Report later shows that we deal with rather a lot of non-jurisdictional cases.

PART II
GENERAL COMMENTS 1983

PART II
GENERAL COMMENTS 1983

Interprovincial Relations

We are seeing more evidence of two-way trade than formerly, when all our out-of-province cases seemed to be presented by Nova Scotians who had departed for Ontario and the West. Now the flow from our viewpoint is at least balanced. Trying to deal directly with a board or department in another province sometimes brings results, but not as quickly or satisfactorily as can be expected through contacting the appropriate Ombudsman. Perhaps this involves more middlemen than it should, but there is some evidence of reluctance on the part of certain Nova Scotia agencies to deal directly with their counterparts in other provinces on behalf of individuals.

As a matter of passing interest, we had several calls and letters from residents of Prince Edward Island in 1983 having no connection with Nova Scotia.

Access to Information

The Federal Access to Information Act came into force in 1983, joining the Privacy Act which has been in effect for some years. The Information Act should prove beneficial, but its advent seems to have made an impact on this office which was rather unexpected. When making an inquiry to Revenue Canada Taxation on behalf of a client, the inquiry had to be accompanied by an authorization signed by the client. This was and is perfectly acceptable since such inquiries are usually quite complex and have to be written anyway. However, complaints and inquiries about Unemployment Insurance are usually received by telephone, and up until mid-1983 we were able to handle them by telephone very quickly. Now we are told that the information is privileged and that our inquiry must be supported with the client's signed authorization. This slows the procedure considerably for those clients who must use the mail to send in the authorization.

Battle of the Sexes

During the year we had an unusually large number of complainants who had undergone the trauma of divorce, separation, or breakup of a common-law relationship. Since all of these had been through at least one level of court and some were on their way to another level, they were about as non-jurisdictional as cases can be. It is usually not possi-

ble for our office to be of much assistance in such circumstances, but a few interesting points are noted.

Approximately 70% of the complainants were males. Their concerns were generally to do with unfair division of property, allegedly favouring the female without regard for her behaviour. They also mentioned exorbitant legal fees. Most said they would have welcomed an even split of assets as basically recommended by the Marital Properties Act. Difficulties over visiting rights to children were also stressed. A high proportion of the males had established regular relations with other females following the end of the former union.

With the smaller female segment there was less pattern apparent. Failure of the males to provide support was a common complaint. Somewhat fewer had developed new relationships. Very few complained of the actual terms of the judgment, nor of legal fees since either they had legal aid or the costs were awarded against the males.

We have no profound comment to offer here. If the complainants had anything in common, it was bitterness.

The Unmarried Able-Bodied Unemployed Male

We encountered several of these cases during the year. Some had returned from the Western provinces when employment problems made themselves evident there, others were from the West attracted to the East by prospects of jobs connected with off-shore development.

Municipalities are most reluctant to make social assistance payments to single males. The theory behind this attitude is that the men should remain mobile, available to go where the jobs are. Several rural municipalities are not only reluctant, but refuse absolutely to support a single male. The urban areas are generally a little more flexible, and the refusal is at least not absolute. If you can't get a job in Halifax, there is not much point in going to look in Sydney on pure speculation, and this is recognized to some extent in the larger centres.

Perhaps the dispensation of social assistance funds inevitably involves a measure of discrimination against certain categories. The Charter of Rights and Freedoms, and the Human Rights Act, are still being tested in courts throughout the land.

In the larger population centres, single males who may get some assistance must carry out a vigorous job search and show proof to remain eligible. An example is summarized later in this report.

PART III
EXAMPLES OF COMPLAINTS

The following examples of complaints are selected for their interest value, and are not necessarily triumphs or failures for the Ombudsman office. Certain cases cannot be presented in any detail, because it is considered that for the sake of the clients, confidentiality must be maintained. Cases still open at the end of 1983 are not included in these examples.

CONSUMER AFFAIRS

Collection Agencies

The complainants had received a notice from a collection agency naming their son as the debtor. The creditor shown on the notice was a corporation never heard of by anyone. The notice itself was quite polite, but when they telephoned to inquire what the alleged debt was all about, they were told to pay or the son could face court action. They then telephoned the Ombudsman, amongst others.

We called the collection agency, and received assurance that the details would be explained. We called again a week later, and a week after that wrote to the agency. When we were not answered, we wrote to the Consumer Services Division, Department of Consumer Affairs. The Minister of Consumer Affairs is responsible for the administration of the Collection Agencies Act, which includes the granting of licenses.

The Consumer Services Division acted promptly. As it turned out, the local collection agency was acting for another agency in Toronto collecting outstanding accounts for the mystery company, which had gone into bankruptcy.

The local collection agency was admonished, warned that its actions would be closely monitored, and the collection account was closed.

COURTS OF LAW

Court Appearance

A man telephoned, saying he was very sick and certainly sounding so. He was to appear in court that day on a traffic charge, but said he had been told that a doctor's certificate would be required before any postponement could be considered. He was too sick to drive to anywhere a doctor might be, nor could he arrange a housecall. If he did not appear, he feared he would be tried in absentia and found guilty of the charge.

Normally the Ombudsman office must stay clear of any matter which is to be tried in court. However, this situation seemed to warrant discreet enquiry. Discussion with officials at the Law Courts revealed that the man had not been nearly as polite in his calls to them, particularly with the female staff, as he had to our office. Nonetheless they kindly granted a one-week adjournment.

When we relayed this news to our client he was profoundly grateful, and in fact did not sound nearly so ill.

EDUCATION

School Board Membership

It came to the attention of a Mayor that a member of the School Board, who had been duly appointed to that position by his own Council, was not attending School Board meetings. As a result of the member's truancy, the Town Council was receiving incomplete and faulty information about School Board activities and decisions. The Mayor and Council thereupon sought to remove the member from the School Board and replace her with another Councillor. There followed several interesting developments.

At its next meeting the Town Council passed a resolution which would remove the delinquent member and make a substitute appointment, and the School Board was notified of the resolution. The School Board chose not to recognize the new appointee on the grounds that only the Board had the authority to make any change, with the approval of the Minister of Education. This turned out to be true. The School Board Membership Act contains two sub-sections which apply.

> 11(1) A council shall at its first meeting on or after the first day of November of each year appoint such member to a school board as it is required to regularly appoint.

> 13(5) If a school board member is absent from three consecutive regular meetings without reasons satisfactory to the board, the board may, with the approval of the Minister, declare that school board member's office vacant and the member shall thereupon cease to be a member of the board.

The Town Council's inability to remove its own appointee and effect a substitution was confirmed by legal advice and by the Minister's office. Under the terms of the Act as it now reads, the Council must wait out the year before it can make the change. However, the Minister stated that he would certainly be prepared to give the matter consideration if recommended by the Union of Nova Scotia Municipalities and the Nova Scotia School Boards Association. We trust that this will happen.

Student Aid

A university student took her problem to the Department of Consumer Affairs. Feeling that it was not within their power to assist, the Business Practices counsellors referred the complaint to our office.

The student had applied for a bursary, and since the deadline was February 15, 1983 she hand-delivered the supporting documents to the Student Aid branch of the Department of Education. Her enquiries over the next few weeks met with little response until April, when she was told that the necessary supporting documents were not on her file. She was also told that the time for applications had long since passed, and that her only recourse was to take her case to the Higher Appeals Board. She felt that she had met all the requirements of the application, and strongly objected to having to undertake this procedure.

Investigation showed that at certain times of the year the Student Aid office is very heavily loaded, with approximately 12,000 active files on hand. Each case must be treated on its merits, and it was admitted that documents occasionally do get misplaced. The onus for follow-up is left with the student.

In our complainant's case, she received her bursary award without having to appear before the Higher Appeals Board.

FEDERAL

Offshore Regulations

Offshore drilling operations present some interesting situations, and another gray area in matters of jurisdiction. However, response to informal investigation has been satisfactory.

The young complainant had worked as a Roughneck Floorman aboard a drilling rig, where jobs are sought by many. At the end of their time ashore, he and his crew-mates were due to leave Halifax Airport at 6:00 a.m. on the return helicopter flight to the rig. He admitted to partying rather thoroughly at the Airport Hotel until shortly before departure time, and agreed that he probably smelled of liquor at 6:00 a.m. He was not allowed to board the helicopter, and was subsequently fired. He alleged discrimination and harassment on the part of the Security Officer who prevented his boarding.

The drilling rig was under contract to Petro-Canada, which was responsible for providing a safe working environment throughout the operation including transportation to and from the rig. Petro-Canada's response to our inquiries was thorough but firm.

Use of liquor or other such drugs aboard rigs and transit craft is strictly prohibited. Upon being hired, workers sign a Consent to Search form which makes this abundantly clear, as do large notices posted at embarkation points. Persons under the influence of alcohol are considered dangerous to other crew-members in case of emergency, and are not allowed aboard aircraft or vessels.

On the morning in question, our complainant not only smelled of liquor, but was staggering, with slurred speech and unpleasant attitude. He had been adequately warned on a previous occasion when his condition was noticeable but not as bad.

Officials of Petro-Canada discussed with the drilling company the possibility of the young man's reinstatement, but this was not acceptable. Regretfully we had to close the case, finding no fault with the regulations enforced by those responsible for security and safety.

Fishing License

A County Councillor wrote us on behalf of a resident of his community. The man owned river frontage, and wished to install a gaspereau weir in 1982 as he had done in the past. He applied for a license, but there was some local delay in obtaining it, and no assurance that it would be forthcoming. He then got employment in a western province, and was not present in Nova Scotia to pick up his license when it was finally ready. Members of his family were told that only the applicant himself could be issued the license, and it was therefore forfeited for 1982.

Having returned home to Nova Scotia, he applied again for 1983, but was told that since he had not been licensed for 1982 he was no longer eligible for any licensing.

We took the case to the Halifax office of the Department of Fisheries and Oceans. It turned out that the river in question came under the jurisdiction of the Gulf Region, which had its headquarters in Memramcook, New Brunswick. Both Halifax and Memramcook were quick to respond. As we found, the helpful Councillor had also written to others, including the local Member of Parliament.

The Department of Fisheries and Oceans reviewed the application very quickly, and the fisherman received his 1983 gaspereau license.

Employment

This started as an Unemployment Insurance case and is carried under this heading. Two young men had been working in Winnipeg, sharing an apartment and accumulating possessions. When their jobs ended, they spent the winter months travelling in the southern States and finally stopped their wanderings in Halifax. One of them found employment which did not last very long. When they came to our office they were destitute, had pawned all they owned, and were sleeping in hostels and sometimes jail cells.

The spokesman for the two youths appeared to be eligible for unemployment insurance benefits, but it was a tangled trail indeed. His down-and-out condition fostered a desk-thumping attitude in his dealings with Unemployment Insurance employees, and there was a notable lack of such necessary papers as Separation Certificates. The delays stretched on, the weather got colder.

We did what we could to help gather in the documents, which eventually arrived. Meanwhile they needed some food and shelter money, which could only come from City Social Services. This took some negotiation, but finally an advance against Unemployment Insurance was made with mandatory repayment to Social Services. A vigorous job-search program was another requirement, and they were persuaded that this might not be such a bad idea.

We saw the young men going about the job-search. They were cleaned up, looked much better, and were determined to get whatever was available in the job market. Within a week they had found employment, work which paid well and offered good conditions. At the time of their last visit they were well-dressed, had secured an apartment, had opened bank accounts, and were planning greater things. The money was repaid to Social Services and the Unemployment Insurance benefits never did materialize.

Initiative

A young lady had lost her job and was drawing unemployment insurance. Although she had many months to go before becoming an exhaustee, she wanted to work and applied for training in Marine Emergency Duties at a nautical school. The course was one of those

sponsored by Employment and Immigration Canada, but she was told that the seat quota was filled. She thereupon paid for the course herself using her unemployment money, and passed it successfully. Not only did she qualify, but got a job immediately aboard a gypsum boat plying between Nova Scotia and ports in the United States of America.

While getting ready to leave on her first voyage, she advised Unemployment Insurance that she was now employed and mentioned that it was a result of the course. In turn she was told that while on the Marine Emergency Duties course she was obviously not readily available for employment, and therefore must refund $630.00 unemployment insurance benefits.

Upon receiving the complaint we checked with Unemployment Insurance, and of course the law has been applied as written. The lady would get a letter stating that she owed the money, but could commence an appeal under Section 25A of the Act. We telephoned her, and since she was sailing that night suggested she start writing her appeal during her spare time at sea. We think such enterprise, which took the lady off the unemployment rolls, should be recognized in a somewhat better way.

Single Mother

A young unmarried mother obtained a house financed through the Canada Mortgage and Housing Corporation Rural and Native Program. After a while, she found that running a household was too much for her and moved back in with her parents. She wanted then to be free of the mortgaged house, but didn't know how to go about it.

We wrote to Canada Mortgage and Housing Corporation and received a comprehensive reply. As a single mother receiving Provincial Family Benefits, the young lady was paying 25% of her gross monthly income towards the mortgage. The actual cost of amortization was almost five times as much, the difference being paid 75% from Federal sources and 25% from the Province. She was getting a pretty good deal.

Since she no longer wanted to live in the house, the Corporation was quite willing to accept a Quit Claim Deed on the property, and we so advised the client.

Alcohol Problem

A man employed in a large federal establishment complained about the severity of a punishment he had received. He was charged with being

under the influence of alcohol while on the job, and received a 12-day suspension. He considered this to be a stiffer sentence than he would have received in a civil court. He wished us to enquire into the matter, but did not want his name to be revealed.

The federal establishment responded to our rather general inquiry, which was phrased in a way intended to protect the complainant's identity. The reply included a list of standard punishments for various infractions of regulations. The personnel officer also illustrated his reply with an example, which happened to apply to our complainant's case rather accurately.

We advised the client that in our opinion he had not been treated at all unfairly, but if anything quite leniently. His job was in jeopardy, and yet another offence would probably mean the end of it.

FINANCE
(Provincial Tax Commission)

Tax Complaint

A gentleman from Great Britain who runs a business in Nova Scotia returned to his homeland for a visit. While there, he bought from a friend an elderly but good European car which he very much fancied. In fact, so much did he think of the car that he shipped it to Nova Scotia in a container carried by Atlantic Container Lines. He prepaid a handsome freight charge at Liverpool, and to clear customs in Halifax paid duty, excise and federal sales taxes. To pay the provincial tax, he sent in 10% of the price charged by his friend. He was then invited to discuss the matter with the Provincial Tax Commission, Vehicle Compliance Unit. His pride in his purchase was somewhat diminished when he found that he owed the Commission 10% on the federal taxes already paid at customs, plus 10% on the substantial transportation costs. He thought it ridiculous to be taxed on taxes, and worse to be taxed on transportation charges paid in another country, and told the Provincial Tax Commission of his feelings in rather forthright terms. The Commission in turn said that the registration of the car would be suspended if he failed to comply by a stipulated date.

Unfortunately for our complainant, the Health Services Tax Act is very clear. Provincial Tax is levied on the total cost to the buyer. On cars made in Europe or Japan or elsewhere, the federal taxes and the transportation costs form part of the dealer's selling price, and he must collect provincial tax on that all-up price. The complainant was being

treated as is everybody else, although most buyers don't realize what is being taxed because it is not so obvious. We were able to tell the client that his registration would not be suspended on the stipulated date, and advise him of his channels of appeal should he care to try them.

FISHERIES

Discourtesy

Government employees who have direct contact with the public they serve should discharge their responsibilities with courtesy and tact. We are able to say that not many of our complaints concern failure in this regard.

While the Ombudsman's Investigator was holding interviews away from Halifax, he received a complaint from a female member of the management staff of a fish packing plant. While acting in her management capacity, she had had unpleasant scenes with a fisheries officer during which he had addressed her in quite derogatory terms. She also felt that legitimate transactions were being hampered by the officer's personal attitude towards her. She felt an apology was due at the least.

This was a serious charge and required some informal investigation. It was found that there was indeed some substance to the complaint, and the ministry took steps to ensure that the apology was made.

HEALTH

Interprovincial Relations

In December 1982 a Nova Scotian left the province for a job in Ontario, taking along her two children. In March 1983 she was referred to an eye specialist and was billed for the doctor's services. Her claim was refused by the Ontario Health Insurance Plan on the grounds that she failed to meet residence requirements. She felt that bureaucracy in the form of O.H.I.P. and Nova Scotia's M.S.I. had endangered her family's safety with typical use of red tape. The lady told us she had applied for O.H.I.P. coverage immediately upon arrival in Ontario.

We checked first with Nova Scotia M.S.I. We learned that there is an interprovincial agreement whereby there is no gap in coverage when a person moves. The home province extends coverage to the last day of the second month following arrival date, the new province commences coverage on the first day of the third month. In this case Nova Scotia's

responsibility ended on February 28, 1983, and Ontario coverage should have commenced March 1.

This appeared to be the fault of O.H.I.P., so we wrote to the Ontario Ombudsman who commenced an investigation for the lady who by now had returned to Nova Scotia. O.H.I.P. coverage had commenced 1 April, 1983, leaving no coverage for the month of March. Ontario records showed that the complainant had not applied to O.H.I.P. immediately upon arrival, as she had said, but had delayed it until May. She now said that she had waited until mid-March, being unsure of the length of her residence in Ontario.

O.H.I.P., when informed of the facts, disregarded the inconsistencies and very graciously backdated coverage to 1 March and agreed to pay the claim. For this the lady thanked the Ombudsmen of Ontario and Nova Scotia, and we hope she has a better opinion of O.H.I.P., M.S.I. and red tape.

MUNICIPAL AFFAIRS

Public Service Award

Since the complainant was a former employee of the Department of Municipal Affairs the summary is placed under this heading, although the Department of Finance and the Civil Service Commission were also involved.

In 1976 the Department of Municipal Affairs assumed the task of municipal assessment, hitherto a municipal responsibility. The assessors who were employees of the municipalities became civil servants administered by the Civil Service Commission of Nova Scotia. They thereupon became eligible for contributory pensions and could purchase the time served as municipal employees, an option welcomed by most. Besides becoming eligible for a pension, civil servants if they meet the conditions may receive a cash Public Service Award.

Our client had spent 25 years in the assessment field, achieving the post of a Regional Director of Assessment with the Department of Municipal Affairs. He had purchased his municipal service to apply to provincial pension, as well as his World War Two service.

When he undertook his retirement planning, his benefits were calculated according to formula. The calculation included a Public Service Award based on his total service, which amounted to a respectable

sum, one which would affect his retirement plans. This was all confirmed by the Department of Finance by letter.

Unfortunately for the client, it was discovered that by the terms of the original agreement absorbing the municipal assessors into the provincial services, Public Service Award entitlement would be based only on the period of service credited to the employees subsequent to December 31, 1975. This reduced the award to about one-third of what the client had been led to expect.

We feel that there has been a degree of inconsistency in the terms through which various groups have been brought into the Civil Service, resulting in references so numerous that one of them can be easily overlooked. In this case the complainant did not wish to pursue the matter further through legal or other channels, and had to accept the decision.

MUNICIPALITIES

Traffic Tickets

The complaint was phoned in by a lady who was quite upset. That morning at about three o'clock, which is quite late or early depending on what is happening, the family car parked outside the house was seized and towed away. The person doing this identified himself as a Special Constable, the seizure being for unpaid traffic tickets. The owners would have to pay the tickets, fines, towing and impoundment charges before they could recover the car.

The complainant vowed that neither she nor her husband had received any tickets in the time they had owned the car, which they had bought second-hand. Since our office was the first she had called, I advised her to call the Chief of Police while I would bring it to the attention of the Mayor.

The Mayor acted promptly and directed the police to investigate thoroughly. This they did and reported to our office. As it turned out, the complaint was valid although there was some question as to whether the car was actually broken into.

The owner of the car received an apology from the police, although no law had been infringed. Section 245(1) of the Motor Vehicle Act allows such seizure, and does not specify any hours of the day.

In Nova Scotia we do not have the Denver Boot as far as I know, but no doubt have our fair share of drivers who ignore traffic tickets and exasperate police into making a special effort from time to time. In this case there was reason to cause review of the whole system, after which a new program was developed. Seizures would be confined to the hours between 8:30 a.m. and 4:30 p.m., Monday to Friday. The computer print-out was adjusted to signal a change of ownership which could then be verified with Provincial records. This was a satisfactory conclusion to the complaint.

Tax Sale

The complainant first contacted the Ombudsman in 1982. He owned a property in a rural area, and let it go up for tax sale by the municipality in order to clear the title. This is a fairly common practice, since title obtained through tax sale normally nullifies any other possible claims. He was the successful bidder on his own property, and received a deed from the municipality. However when he examined the deed he found that it did not properly describe his property, but would fit another piece of land nearby. He discussed the problem with municipal officials, and was advised to hire a lawyer at his own expense. Dissatisfied with this, he tried the Ombudsman Office.

We corresponded with the municipality, and received all documents connected with the case. The municipality contended that this was the only property ever assessed to the complainant, that the description had been carried on the assessment rolls for years, and that it would be impossible to substitute any other description. The evidence was so convincing that legal action seemed warranted, and we had to advise our client to take this route. Most title problems we encounter do end in court.

The complainant contacted our office again in 1983. He had found a deed which he said contained an accurate description of his property, and wished us to resume negotiations with the municipality. The differences between the two deeds were quite apparent to any layman.

Again we corresponded with the municipality, which was by this time under partial new management. The former convincing evidence was found to be incorrect after all. The municipality did a complete about-face, admitted the error, and issued a correction deed.

Police Protection

A person describing herself as a working girl phoned to make an appointment. When she came in, she told the nature of her complaint in considerable detail. Her working area was a city block, which she had had pretty much to herself for several months. Recently she had been assaulted several times by a trade colleague who wanted the territory. Her complaints to the police were ignored or treated with scorn.

We felt that the complainant should be treated as any other client. She wanted us to take up her case with the police. This we were willing to do, since as a citizen going about her lawful business she was entitled to the same protection afforded any other citizen.

The police of course have problems handling these situations, but agreed to do the best they could. The assaults stopped, but so did business. The lady had originally come to Nova Scotia from a western city, attracted by reports of business expansion, and she returned west after the resolution of this case.

Solitary Confinement

A lady called to complain that her male friend, serving a sentence in a local correctional institution, had been unfairly placed in a solitary confinement cell.

Investigation revealed that the prisoner had been enjoying temporary leave-of-absence privileges to perform community services, which is a fairly common form of servitude for less serious crimes. However, his car had been used during an armed robbery which had taken place two days before we received the complaint. While his personal involvement had not been proven, his leave-of-absence privileges were suspended.

Upon learning of the suspension, the prisoner became very abusive towards the guards. After a while his excitement spread amongst the other prisoners, and he was taken to the solitary cell to prevent more serious developments.

We were advised that the prisoner would be released from solitary confinement that morning, but for the remaining nine days of his sentence would not be granted any leave-of-absence privileges. This was a ruling from the Department of the Attorney General.

NOVA SCOTIA HOUSING COMMISSION

Urban Development

A widow had lived in the same house for more than 35 years. The district land consisted of glacial till and large boulders, which had pushed off to form a ridge behind the building lots. Through the years the widow, and her husband while he lived, had beautified the rocky ridge with flowers and shrubs to make an attractive display in place of an unsightly pile. Unfortunately the rock garden, as it now was, did not form part of their property although by 1983 the widow had long regarded it as her own.

When the Nova Housing Commission commenced to build a Senior Citizen's complex adjacent to the property, the contract called for considerable excavation. The material was dumped on the original ridge, some rocks rolling onto the lady's own lot. The flowers and shrubs were buried, ruining her work of so many years.

The Deputy Minister of the Housing Commission responded promptly to our queries. Meetings were arranged with the complainant and any other affected homeowners in the neighborhood, and all efforts made to improve the appearance of the rock fill. While it would take years of patient work to restore the site to its former condition, we felt that the Housing Commission acted with all sympathetic consideration.

NOVA SCOTIA POWER CORPORATION

Trade Names

This case was not the more usual dispute having to do with metre readings or service charges. The complainant was a dealer in electrical supplies and carried certain brand names of items required for the installation of electrical heating in buildings.

The Nova Scotia Power Corporation is keenly interested in electrical heating, and as a free service provides specifications for design to suit the particular requirement. Our client's complaint was that the Corporation had specified a control device by its manufacturer's name, a line which he did not carry. His experience was that most contractors and homeowners preferred to buy all necessary equipment from one supplier, and he felt that he was losing large orders through his lack of the one quite inexpensive specified item.

Our query to the Power Corporation was answered by its President, who expressed concern that any particular product should be specified by manufacturer's name. He undertook a thorough investigation.

As we found during subsequent conversation and correspondence with Corporation officials, occasionally one manufacturer will develop a piece of equipment which will do a particular job better than anything his competitors can offer immediately. While the Corporation was not trying to sell anybody's products, in this case the name had crept into the specifications because there was nothing to equal it at the time they were written.

Officials of the Power Corporation interviewed our complainant. He was quite happy to continue to accept their leadership in the heating design service which is of great value to suppliers and contractors. It was agreed that whenever specifications recommended a particular piece of equipment, that designation would be followed by the words "or equivalent". This would ensure that specification would still be the best possible, but also allow the buyer to make a choice.

Right of Way

The complainant was acting on behalf of his wife and her sister. The Corporation had obtained right-of-way across their family property for a new transmission line for an agreed price, the width to be 130 feet. The clearing of the right-of-way was let out to contract. The complaint was that the contractor had cut prime timber to a width of 185 feet, and the original agreed price was no longer satisfactory.

The complainant stated that he had arranged with Power Corporation officials to view the property several weeks before his lodging a complaint with our office, but nobody had ever come to see it.

The story from the Power Corporation differed somewhat from that of our complainant. Then Lands and Claims Department had tried to clear the matter up with the family, but various circumstances including ill-health of the complaining family had prevented a meeting on the ground.

The meeting finally did take place, with our office acting as a go-between, and the case was concluded to the satisfaction of the complainant.

Not Toll-Free

A phenomenon of 1983 was the telephone call to a number in an American city, rewarded with about a minute's worth of recorded salacious talk. The advertising for this service appeared in the back pages of certain magazines, on some record jackets, and once or twice on television. The advertising was misleading in that the calls were described as "free service", which most people interpreted as toll-free. The calls were certainly not toll-free in Canada, and only to a very limited extent in the United States. Soon the telephone companies were deluged with complaints about bills showing calls to New York, Chicago, Los Angeles and other cities.

Our office worked seriously on only one complaint. A couple quite recently married sent in a bill showing fourteen calls to these numbers, placed at all times of the day or night. Both of them convincingly denied having made any calls, but were getting little sympathy from the telephone company.

We talked and exchanged letters with the telephone company, receiving good cooperation. The complaints numbered in the thousands, but in almost every case it was eventually established that a family member or other person with access to the phone had placed the call.

Our complainants' case was investigated thoroughly by the company. All calls with the exception of one had been dialed direct from their home phone. The exception was a collect call accepted from a California number, which the company said was how some of the shops operate. While we were talking with the company, they advised us that the calls were still accumulating on the complainants' current account. The equipment was checked throughout and found to be in perfect working order. There were no third-party calls ever made.

We came to a standstill on this one and could only suggest that the clients have the number changed. If this was done, a sudden cessation of the calls might indicate faulty equipment. What made things even more sensitive was the fact that nobody but the two complainants had access to the phone, and both were home at the times some of the calls were dialed. There was no happy solution and the case had to be discontinued.

Mortgage Options

1983 saw major changes in mortgage options offered by all the major lending institutions, while the downward trend in interest rates was well under way in 1982. Hitherto, new mortgage applicants or those needing to renew were faced with rates far exceeding 20%.

The complainant had undertaken a mortgage amortized over 15 years, with interest for the first five-year term charged at 18.5%. This was in 1982 at the start of the decline in rates, and the deal looked like a good one. However by mid-1983 he was reading about mortgages of 10.5% or thereabouts, and was not so pleased with his bargain.

When the complainant sought our assistance in getting out of what he now considered a very bad bargain, we offered him little hope but agreed to make enquiries on his behalf.

The mortgage company explained that its lending policy was dollar matching. Money was bought through Guaranteed Investment Certificates and lent out in mortgages, and therefore committed over a definite period. The company would accept payment in full, which would include the 18.5% interest for the balance of the five-year term.

This was the anticipated answer, and we could only pass it on to our client. Mortgagees still have the option of attempting to forecast interest rates, and evidently do about as well as government and financial institutions in the long run.

Graduation

A very distressed young lady came into the office with a touching story. She was in her final university year of law, also business administration at the master's level. In law she had already secured an articling position, and had arranged for her parents to come to her double graduation. That morning she received a letter from the Registrar telling her that she would not be graduated because she was behind in her tuition payments. Even if she paid in full, she would not be graduated. She could not face her parents with this sudden collapse of their dreams and her own. She admitted that pressure of work to graduate with high honours in both courses had caused her to overlook the outstanding payments. She indeed looked exhausted.

We could understand the university's desire to clean up its books before graduation, but the finality of the letter was not easy to accept without question.

Answers to the question came very quickly. The university was already having some second thoughts, and admitted that the letter had been composed rather hastily. If the student paid up, she would be graduated. So all was well, except for some hours of despair suffered by an exceptionally praiseworthy young person.

Amusement Arcades

The amusement arcade with its profusion of computerized video games was in full flower during 1983. The games seem to attract people of all ages, but especially the young. This worries some parents who feel that children may be exposed to temptations other than those of the machines.

A mother called with a long list of complaints about her 12-year old daughter, the prominent problem being her addiction to amusement arcades. She wanted the proprietors to keep her daughter out of them.

We checked to see if the municipality had a by-law relating to the complaint, which it did not. Some municipalities have passed such by-laws limiting access to the arcades, or at least attempted to do so.

During 1983 a Private Member's Public Bill, an Act Respecting Amusement Arcades, was defeated by one vote in the Nova Scotia Legislature at second reading. Debate was vigorous and the vote was open, not by party. Supporters of the Bill mentioned the dangers of exposure to drugs, prostitution, loitering, truancy and assorted lead-ins to crime. Those against generally considered the arcades harmless, and the games a valuable introduction to the burgeoning micro-chip technology of which knowledge will soon be vital.

We sent the lady a copy of the Hansard record of the debate, advised her regarding municipal by-laws, and wished her well.

PUBLIC UTILITIES

Father to Son

The caller was the owner of a general store in a rural community, and part of the business was a retail gasoline pump. He wished to turn the store ownership over to his son. In the process of transferring ownership, he was advised that the gasoline retail license would be cancelled at the time of the change. The pump provided a service which made a small profit and also attracted other trade.

The Board of Commissioners of Public Utilities had established a policy some years before this complaint, and had advised all retail licensees by letter that "the transfer of an existing license of a store pump, so called, that is not presently providing adequate services and facilities (i.e. service bay facilities) to a new owner other than death will not be approved unless a new owner establishes that there is still a need for a store pump in the area (sic)".

When we wrote to the Board, the answer came back very quickly. The license was allowed to pass from father to son and as long as it remained in the family it could continue. This probably could have been resolved without our intervention but in any case was most satisfactory for everyone.

TRANSPORTATION

Mail Boxes

A mail box on a postal rural route is purchased or made by the property owner, must be erected on a post in accordance with Canada Post specifications to make it easily accessible to the delivery vehicle, and is on the shoulder of a road owned by the province. These factors sometimes do not blend with perfect harmony.

The complainant's mail box had been knocked off by a snowplow. He had already written to the local office of the Department of Transportation without satisfaction, then to his M.L.A. who had written to the Minister. The Minister had replied to the complainant, but had offered no recompense. The mail box owner then wrote to the Ombudsman, asking how he could lodge a complaint.

The Ombudsman had dwelt for many years in rural Nova Scotia, and like most others accepted the snowplow versus mail box situation as a normal hazard of country living. Roads are plowed during storms and at night, and mail boxes are sometimes entirely covered. When the "wing-back" of the road shoulder is being done, the mail box is apt to suffer. Our reply was couched in this vein, and it was our opinion that the complaint had already gone farther than most of this nature.

The complainant was by no means satisfied, and wrote again. We obtained from the Deputy Minister of Transportation the policy on mail boxes. All claims are investigated, and if a snowplow operator is proven negligent the box will be repaired or replaced. At this time our Investigator was holding office in the area, and at the end of his interviews went

to visit the complainant. The incident had not been investigated by the Department in accordance with its policy, and we so advised the Deputy Minister.

Later we were informed by the Deputy Minister that the Division Engineer had visited the site, and the complaint had finally been resolved.

WORKERS' COMPENSATION BOARD

Compensation Premiums

During the winter months a small trucking company delivered fuel oil for a large distributor. The little company consisted of the proprietor, his wife, a partner and two employees, and everybody worked. When the heating season ended, the tanker trucks were laid up and the company survived on other haulage for private customers.

With only two employees, the company was not liable for compulsory payments to the Workers' Compensation Board. However, they were advised that they owed $381.00 for workers compensation premiums, a considerable sum for such a small operation. They were already insured with a private policy which provided 24-hour coverage against accidents not necessarily work-related.

Section 117 of the Workers' Compensation Act provides that a contractor or sub-contractor not assessed may be deemed by the Board to be workers of the principal, in this case the large distributor for which the small company delivered fuel oil. The application of Section 117 was that an assessed employer must cover any contractor that was not covered in his own right. So the large distributor had to pay the Workers' Compensation Board the $381.00 and collect it from the small haulage company.

In view of the fact that the small company was already covered by its private policy, we consider this was a quite severe enforcement of the law.

Interprovincial Relations

In 1978 a young Nova Scotian went to Alberta, and achieved his ambition of getting work with a drilling company. The company was exploring in quite remote territory with the crew working 12 hours daily for fourteen days, then having seven days off. In October of 1978 while at

work on the drilling site the young man was struck in the eye by a small particle, later found to be metallic. He was taken out to the nearest hospital, where he was told that the particle was no longer there. He returned to work and the accident was not reported until December to the Workers' Compensation Board of Alberta. Several months later the eye became painful and swollen, this condition continuing intermittently until 1981 when he saw a doctor in British Columbia. He then underwent an operation for a cataract removal. It was the doctor's opinion that oxidation of metal had resulted in siderosis which can do great damage to an eye.

The man wrote us from his Nova Scotia address in April 1983, enclosing numerous documents dated over a three-year period. There was much correspondence, some rather acrimonious, between his British Columbia lawyer and the Workers' Compensation Board of Alberta. There turned out to be a further complicating factor in that the drilling site was identified as being a few metres inside the British Columbia boundary.

We wrote to the Workers' Compensation Board of British Columbia in April 1983 and found that the Board was in fact involved in the case. Whether it was by happy coincidence or otherwise, the Board advised us in June that the worker had been granted a disability award to compensate for an industrially blind right eye.

PART IV
SUMMARY OF COMPLAINTS

DEPARTMENT: AGRICULTURE AND MARKETING

Number	Summary of Complaint	Result
2-1	Casual employee complains salary promised is not being paid due to budget restraints	Unsupported
2-2	Complainants allege Farm Loan Board will not grant assistance because they are classified as "outsiders"	Unsupported

DEPARTMENT: ATTORNEY GENERAL

Number	Summary of Complaint	Result
4-1	Complaint re Attorney General's refusal to prosecute charges	Assistance Rendered
4-2	Landlord complaining Sheriff would not garnishee tenant's wages at first, then did so at 15% monthly	Assistance Rendered
4-3	Seeking assistance to find out details of his daughter's death	Assistance Rendered
4-4	Complaint he has waited six months for Small Claims Court to render decision	Assistance Rendered
4-5	Thinks the government should make available a pamphlet regarding fire insurance	Discontinued (Client)
4-6	Complaint her son's hearing did not take place as scheduled	Assistance Rendered
4-7	Disagrees with charges being laid after fire in boarding house resulting in death of two people	Assistance Rendered
4-8	Enquiry re tests and standards used in Nova Scotia to obtain a Court Reporters Certificate	Assistance Rendered
4-9	Feels the Sheriff is not enforcing an order of the Labour Relations Board	Assistance Rendered
4-10	Alleges improper conduct on the part of Small Claims Court	Under Investigation

DEPARTMENT: CIVIL SERVICE COMMISSION

Number	Summary of Complaint	Result
8-1	Enquiry concerning hiring policy of Civil Service Commission	Assistance Rendered
8-2	Dispute re up-coming termination of employment	Resolved
8-3	Alleges job competitions through Civil Service Commission are a farce	Assistance Rendered
8-4	Complaint decision by Public Sector Compensation Board re salary increase is not fair	Resolved

DEPARTMENT: CONSUMER AFFAIRS

Number	Summary of Complaint	Result
12-1	Dispute re hearing with Tenancies Board which resulted in eviction	Discontinued (Ombudsman)
12-2	Complaint that when she would not give her name to a secretary, the official refused to accept her call	Declined
12-3	Feels landlord should not hold her damage deposit in lieu of retroactive rent she did not pay	Discontinued (Client)
12-4	Landlord alleges Tenancies Board is not helping him recover costs of damages from ex-tenant	Assistance Rendered
12-5	Hearing before Board went against her as the landlady	Assistance Rendered
12-6	Complaint against Tenancies Board	Unsupported
12-7	Complaint Tenancies Board tells him he must go to county court to get refund of damage deposit	Resolved
12-8	Feels the department is not complying with a request for information under the Freedom of Information Act	Discontinued (Ombudsman)
12-9	Landlord alleges chairman of local tenancy board is hostile to-	

	ward him resulting in poor settlement of dispute with tenant	Discontinued (Ombudsman)
12-10	Landlord writes that his "problems flow from the persistent refusal of the Rent Review Commission to provide any reasons for its decisions" and the "expensive time delays in obtaining decisions"	Under Investigation
12-11	Disagrees with decision of Tenancies Board that she pay landlord monies owed	Assistance Rendered
12-12	Alleges Tenancies Board will not make the landlord repair leaking roof	Assistance Rendered
12-13	Lack of response from department	Assistance Rendered
12-14	Complaint they must appeal decision to Rent Review Commission due to mistake of tenancies officer	Assistance Rendered
12-15	Difficulty getting appeal hearing with Tenancies Board	Assistance Rendered
12-16	Alleges Tenancies Board will not arrange a hearing for her to settle dispute with landlord	Unsupported
12-17	Unhapppy with decision rendered at Tenancies Board hearing	Assistance Rendered
12-18	Problems with Visa account	Assistance Rendered
12-19	Used car dealer says he is not responsible for cost of repairs to car as it was purchased in "as is" condition.	Assistance Rendered
12-20	Feels approved rate of $128.00 per month rent for house is rather low yet Rent Review Commission keeps delaying his application for rental increase	Resolved
12-21	Complaint about low allowable rent increases on several apartment buildings he owns	Assistance Rendered
12-22	Feels unfairly treated in rentals allowed by commission	Assistance Rendered
12-23	Alleges he cannot get information on which to base his appeal; unnecessary delays	Assistance Rendered

12-24	"Getting no joy from Rent Review Commission"	Assistance Rendered
12-25	Complainant feels landlord's request for a rental increase is too high	Assistance Rendered
12-26	Complaint his credit rating is still bad after paying off bills through Orderly Payment of Debts	Discontinued (Client)
12-27	Dispute with former landlord through Tenancies Board has ended unfavourably for complainant	Assistance Rendered
12-28	Landlord feels decision by Residential Tenancies Board that tenant not pay for damages to property was unfair	Declined
12-29	Much trouble Residential Tenancies Board re sub-letting of apartment which is "falling to pieces"	Assistance Rendered
12-30	Got into financial difficulties a few months ago, now finds he has poor credit rating for next six years; requests that we write to Minister of Consumer Affairs suggesting some leniency of the applicable section of the Credit Reporting Act	Discontinued (Client)

DEPARTMENT: COUNCIL OF MARITIME PREMIERS

Number	Summary of Complaint	Result
14-1	Responded to competition for position; did not get job; feels she should have been the successful candidate	Unsupported

DEPARTMENT: COURTS OF LAW, DECISION OF

Number	Summary of Complaint	Result
16-1	Seeking assistance in court related matter	Declined

16-2	Requesting assistance to determine his divorce settlement	Assistance Rendered
16-3	Complainant disagrees with court decision re car accident; legal costs incurred	Assistance Rendered
16-4	Alleges decision by court re divorce has left him penniless and heavily in debt	Assistance Rendered
16-5	Complainant from Prince Edward Island wants a re-trial in action against him by Bank	Assistance Rendered
16-6	Alleged lack of communication between county court and correctional centre re his court appearance	Assistance Rendered
16-7	Feels he received rough justice re divorce settlement	Assistance Rendered
16-8	Feels he received harsh treatment from a county court judge	Unsupported
16-9	Feels he was unjustly accused of a crime he did not commit	Discontinued (Ombudsman)
16-10	Feels court system in Nova Scotia is much too slow	Declined
16-11	Feels she was mistreated in divorce settlement and subsequent bankruptcy	Declined
16-12	Feels charge should be dropped as his summons to court had incorrect information on it	Assistance Rendered
16-13	Feels family court decision that he pay $100.00 a week child support is unfair	Assistance Rendered
16-14	Feels decision by family court was unfair	Assistance Rendered
16-15	Request that our office delay his trial	Declined
16-16	Case of separation, custody and alleged wife-beating; in and out of court over the years	Declined
16-17	Complainant feels he was a victim of injustice re accident and subsequent court decision	Assistance Rendered
16-18	Complaint re decision of court of law	Declined

16-19	Complaint settlement made in divorce case was not fair to him	Assistance Rendered
16-20	Common-law relationship ended with woman being awarded all property; disagrees with decision of court	Declined
16-21	Complaint re enforcement of an order of the Supreme Court of Nova Scotia	Assistance Rendered
16-22	Complaint she must get a doctor's certificate to be released from jury duty	Under Investigation
16-23	Disagrees with court decision; courts upheld decision that he forfeit his security deposit	Declined
16-24	Complainant feels he was unjustly found guilty of a criminal offence	Declined
16-25	Complainant who is very ill alleges he will be tried in absentia and found guilty if he does not appear in court; complainant requests we contact officials to make a week adjournment	Resolved
16-26	Delay in appeal hearing	Assistance Rendered

DEPARTMENT: CULTURE, RECREATION, FITNESS

Number	Summary of Complaint	Result
20-1	Alleges he was denied a grant because of his association with a particular theatre	Assistance Rendered

DEPARTMENT: DEVELOPMENT

Number	Summary of Complaint	Result
22-1	Daughter had job summer of 1982 with department, received good report but did not receive an interview when applying for job following summer	Discontinued (Client)

DEPARTMENT: EDUCATION

Number	Summary of Complaint	Result
24-1	Feels travel course should not be registered as an approved course by Department of Education	Resolved
24-2	Feels he should be eligible for student loan	Unsupported
24-3	Long list of complaints mainly against administration and instruction at the Nautical Institute	Assistance Rendered
24-4	Casual employee complains he is continually unsuccessful when applying for term position	Assistance Rendered
24-5	Objects to being forced to disclose details of family income and expenses when applying for student loans for her children	Declined
24-6	Complaint "the Department of Education has arbitrarily ruled that Grade XII New Brunswick is the educational equivalent of Grade XI Nova Scotia" thus affecting the level of his Teacher's Certificate	Under Investigation
24-7	Alleged clerical error resulted in her application for student loan not being accepted	Resolved
24-8	Disagrees with decision that addition to school will come within ten feet of her property line	Discontinued (Client)
24-9	Feels the Education Act should be changed; a municipality should be able to dismiss its appointee on a district school board	Assistance Rendered
24-10	Complaint re termination as a special education teacher	Assistance Rendered
24-11	Disagrees with level of Teacher Certificate Province of Nova Scotia has granted him	Under Investigation
24-12	Unemployed student's complaint re student loan	Assistance Rendered

24-13	Feels he did not receive equal opportunity for an education commensurate with his abilities and therefore he should not have to pay back his student loan	Unsupported
24-14	Complaint that children who are experiencing difficulties in the school system are made to feel inadequate	Assistance Rendered
24-15	Complaint application for residential schooling for her son has not been approved	Assistance Rendered
24-16	Feels she should be eligible for a bursary; "my R.R.S.P. should not be considered as a resource for my education"	Under Investigation

DEPARTMENT: ENVIRONMENT

Number	Summary of Complaint	Result
28-1	Complaint re erosion on his property	Assistance Rendered
28-2	Complaint re proximity of fish reduction plant to his home	Discontinued (Client)
28-3	Feels department should offer assistance re the prevention of erosion to her property	Assistance Rendered
28-4	Alleges a lethal substance is being dumped in her community	Unsupported

DEPARTMENT: FEDERAL DEPARTMENTS & AGENCIES

Number	Summary of Complaint	Result
30-1	Difficulties obtaining UIC benefits	Assistance Rendered
30-2	Requesting assistance in obtaining a refund from Air Canada	Assistance Rendered
30-3	Feels poor reports about him were unfair	Assistance Rendered
30-4	Feels increase for post office box rental is too high	Assistance Rendered

30-5	Claim for disability benefits under Canada Pension Plan has excessive waiting period	Assistance Rendered
30-6	Income tax problem re Child Tax Credit	Resolved
30-7	Complaint against Unemployment Insurance Commission	Assistance Rendered
30-8	Wants to know why DEVCO will not hire him	Assistance Rendered
30-9	Complaint there will be a delay of maybe twelve weeks before he is eligible for Unemployment Insurance Benefits	Assistance Rendered
30-10	Feels his widowed mother should qualify for survivor's benefits under the Miner's Early Retirement Program	Assistance Rendered
30-11	Lengthy, but unspecific complaint of harassment by Royal Canadian Mounted Police	Assistance Rendered
30-12	Victim of vandalism feels RCMP are not doing anything to help	Unsupported
30-13	Alleges he cannot reach the Unemployment Insurance Commission's office by telephone	Assistance Rendered
30-14	Refusal of application for Canada Oil Substitution Program grant	Assistance Rendered
30-15	Fisherman maintains Revenue Canada owes him a refund	Unsupported
30-16	Alleges Canada Pension denies responsibility to provide hearing aid for father-in-law	Assistance Rendered
30-17	Vehement complaint about latest increase in cost of gasoline and home heating oil	Declined
30-18	Alleges an over-assessment has been made by Revenue Canada	Discontinued (Client)
30-19	Alleges he is being treated unfairly by Unemployment Insurance Commission	Assistance Rendered
30-20	Disputes amount owed to Revenue Canada Taxation; has appealed but is dissatisfied with result	Declined

30-21	Feels Unemployment Insurance Commission is "stalling" re payment of his claim	Assistance Rendered
30-22	Claimant couldn't get a sponsored M.E.D. course so took it on her own while drawing Unemployment Insurance Benefits; must pay back benefits	Assistance Rendered
30-23	Difficulty in obtaining a duplicate cheque from Revenue Canada Taxation	Resolved
30-24	Wants long-line fishing license	Assistance Rendered
30-25	"M.S.I. Rebate" query	Assistance Rendered
30-26	Frustrated complainant wants help re confusion in her Canada Mortgage and Housing Corporation mortgage	Assistance Rendered
30-27	Alleges her Registered Home Ownership Savings Plan was cancelled without her consent	Unsupported
30-28	Enquiry about capital gains tax on compensation paid for land expropriated	Assistance Rendered
30-29	Feels Canada Manpower office is not responding to his request for employment	Declined
30-30	Alleges RCMP officers used excessive force in carrying out their investigation	Unsupported
30-31	Civilian employee of Department of National Defense feels his suspension and penalty for being drunk on duty is too severe	Unsupported
30-32	Canada Disability Pension finally came through retroactively; now being taxed (Revenue Canada Taxation) on retroactive sum, losing deduction for wife from whom now separated	Assistance Rendered
30-33	Requesting information on the foreclosure of a house through Central Mortgage and Housing Corporation	Assistance Rendered

30-34	Seeking assistance to overcome problems encountered in their new home which was built through Central Mortgage and Housing Corporation	Resolved
30-35	Home is insulated with urea formaldehyde foam; complaint government grant does not pay for total cost to have foam removed	Declined
30-36	Man from Belgium complaining he has been fired from job before his working visa has expired	Assistance Rendered
30-37	Complaint he was not hired for position as promised as he is told the position will not now be filled	Assistance Rendered
30-38	Complaint Department of Fisheries and Oceans is refusing to issue him a license	Resolved
30-39	Alleges she cannot afford her Canada Mortgage and Housing Corporation mortgage; says she would like to get out of mortgage and forego any principal she may have paid	Assistance Rendered
30-40	Complaint concerning slow return of tax refund	Assistance Rendered
30-41	Alleges he is being treated like a criminal by Revenue Canada-Taxation	Unsupported
30-42	Complaint he was fired from job on drilling rig for having smell of liquor on breath	Assistance Rendered
30-43	Man age 60 being laid off because of age, doesn't want layoff	Assistance Rendered
30-44	Unemployed person complains expenses incurred for travel to job interview will not be reimbursed to him	Unsupported
30-45	Alleges she was dismissed unfairly from teaching job with federal government	Assistance Rendered
30-46	Complainant feels she has good ideas for our government leaders	Assistance Rendered

30-47	Seeking assistance to appeal his denial of Canada Pension	Assistance Rendered
30-48	Feels "politics" prevented his wife from obtaining a job in the local post office	Declined
30-49	Alleges as result of lay-off he cannot collect Umemployment Insurance benefits	Assistance Rendered
30-50	Alleges he is not being fairly treated by a local Canada Employment Centre	Assistance Rendered
30-51	Numerous complaints about police harassment, which he alleges is a result of a suit he brought against the federal government in 1974	Declined
30-52	Written request for an explanation re his income tax assessment	Assistance Rendered
30-53	Complaint he is being released from armed forces as "administrative burden"	Discontinued (Client)
30-54	Gentleman seeking recognition he served with an Allied merchant fleet in war zones, and is therefore a veteran of World War II	Assistance Rendered
30-55	Many complaints against Canadian Coast Guard including allegation he was forced to resign	Assistance Rendered
30-56	Complaint that Health and Welfare Canada have not changed their records re her change of address even though she has telephoned several times and has written	Assistance Rendered
30-57	Delays in processing his application for $3,000 grant toward construction of new home	Assistance Rendered
30-58	Various complaints against Federal Government departments	Discontinued (Ombudsman)
30-59	Enquiry regarding application for CHOSP grant	Assistance Rendered
30-60	Enquiry regarding transfer from federal penitentiary to an institution in Nova Scotia	Assistance Rendered

30-61	Feels he is experiencing undue delay re the processing of his income tax refund	Assistance Rendered
30-62	Very complex story about job for handicapped	Assistance Rendered
30-63	Wants reimbursement of pension contributions	Assistance Rendered
30-64	Alleges his Unemployment Insurance sick benefits are unduly delayed	Unsupported
30-65	Complaint her husband's War Veteran's Allowance has been reduced drastically since his recent death	Assistance Rendered
30-66	Wants to object to income tax assessment	Assistance Rendered
30-67	Feels the department should continue to pursue their complaint following successful court action	Discontinued (Ombudsman)
30-68	Alleges rules made by Department of Fisheries and Oceans is restricting sale of his fishing boat and license	Discontinued (Client)
30-69	Complaint he did not win competition for job with federal government	Assistance Rendered
30-70	Long history of delay in obtaining his U.F.F.I. refund	Assistance Rendered
30-71	Feels rules re government grant should be relaxed in his situation as he had no control over his delay	Assistance Rendered
30-72	Complaint he is not eligible to apply for Canada Pension	Assistance Rendered
30-73	Recipient of Unemployment Insurance benefits complains his case and file have been transferred to Ontario for no reason	Discontinued (Client)
30-74	Difficulties with application for home ownership stimulation grant	Assistance Rendered
30-75	Alleges Manpower office is not making sufficient effort to help her locate employment	Discontinued (Client)

30-76	Complaint he has been refused admission to the Canadian Armed Forces	Assistance Rendered
30-77	Request that we guarantee Canada Mortgage and Housing Corporation will not back down (again) and build in another part of the county	Assistance Rendered
30-78	Complaint he has waited four months for his income tax refund	Assistance Rendered
30-79	Employee of 31 years, complains VIA Rail is trying to persuade him to accept early retirement	Declined
30-80	Feels he was unfairly discharged from the Canadian Armed Forces	Declined
30-81	Mother who has moved from Ontario complains she has not started to receive her Family Allowance cheques at her new address	Assistance Rendered
30-82	Alleges Central Mortgage and Housing Corporation overpaid contractor	Discontinued (Client)
30-83	Department refuses to pay cleaning contractor interest on account that was many months in arrears	Under Investigation
30-84	Alleges Canada Pension is taking too long to process application for benefits	Assistance Rendered
30-85	Complaint he cannot collect Unemployment Insurance Benefits	Resolved
30-86	Feels the federal government should pay rent to her for the use of her land to build a wharf	Assistance Rendered
30-87	Complainant on a "service grant" at hospital feels her contract should be extended	Assistance Rendered
30-88	Complaint involving the "Off Oil Program" of the Department of Energy Mines and Resources	Assistance Rendered
30-89	Complaint her income has been heavily garnisheed by Revenue Canada	Assistance Rendered

30-90	Seeking assistance to determine the status of his income tax refund	Resolved
30-91	Royal Canadian Mounted Police man complains he cannot get back on the Force due to criminal charges that had been laid against him	Assistance Rendered
30-92	Complainant feels Rural and Native Housing should accept responsibility for deficiencies in her home	Discontinued (Client)
30-93	Alleges her income tax rebate has not been received for 1981 and 1982	Partially Resolved
30-94	Alleges Canadian Coast Guard took no action when called upon for help	Discontinued (Client)
30-95	Alleges procrastination by department re her change of name and change of social insurance number	Resolved
30-96	Complaint government support for grant has been withdrawn re his plans to start up manufacturing company	Declined
30-97	Thinks his superannuation pension was reduced too much when he became eligible for Canada Disability Pension	Under Investigation
30-98	Complaint he has been denied Unemployment Insurance benefits	Unsupported
30-99	Complaint he has been "dismissed" from job with no given explanation	Under Investigation
30-100	Complainant no longer wants to live on Indian Reserve	Assistance Rendered
30-101	Complainant feels he should not have to pay his income tax quarterly as he is retired and his income is mainly from pensions	Assistance Rendered
30-102	Cost of shipping item by Canadian National was twice the amount quoted previously	Assistance Rendered

30-103	Complainant feels there is an unusual delay in processing his application for Canada Pension Plan Benefits	Assistance Rendered
30-104	Complaint her Unemployment Insurance benefits have been terminated because she is pregnant	Assistance Rendered
30-105	Alleges she is not getting proper cooperation from Revenue Canada-Taxation re previous business tax credit	Resolved
30-106	Seeking information re his benefits from Unemployment Insurance Commission	Assistance Rendered
30-107	Feels he did not receive a fair hearing from the Board of Referees re his appeal for Unemployment Insurance benefits	Assistance Rendered
30-108	Numerous complaints against a penal institution	Assistance Rendered
30-109	Complaint re length of time it is taking to process his application for Canada Pension benefits	Assistance Rendered
30-110	Complaint re certain actions taken by Royal Canadian Mounted Police	Assistance Rendered
30-111	Alleges Royal Canadian Mounted Police is acting on search warrants without properly sworn information	Assistance Rendered
30-112	Feels his son was refused admission in the armed forces due to political influence	Declined
30-113	Feels apprehension of child was not appropriate	Unsupported
30-114	Complainant feels he should be entitled to Unemployment Insurance benefits while he attends vocational school	Assistance Rendered
30-115	Complaint they must pay a penalty for paying off their mortgage early	Discontinued (Client)
30-116	Over forty years ago property expropriated by federal government;	

	alleges no monetary settlement was agreed upon	Discontinued (Client)
30-117	"Trying to obtain repayment of some small expenses perhaps $100 in all, due me as veterans' benefits"	Under Investigation
30-118	Complainant feels federal government should "hold off hounding" him re student loan as he is unemployed	Assistance Rendered
30-119	"I have been married to a Canadian citizen and living in Canada for the past 34 years and now find that I am classed as an illegal alien"; complaint she cannot get permanent residency papers because she refuses to undergo a complete medical examination	Assistance Rendered
30-120	Enquiry re possibility of a housing grant	Assistance Rendered
30-121	Complainant applied for Unemployment Insurance benefits one month after quitting job; feels her waiting period should be retroactive to her last day of work	Unsupported

DEPARTMENT: FINANCE

Number	Summary of Complaint	Result
32-1	Complaint re double taxation on purchase price of new car	Assistance Rendered
32-2	Alleges Provincial Tax Commission forcing companies to charge tax on labour	Unsupported
32-3	Difficulty getting tax rebate on purchase of tractor	Assistance Rendered
32-4	Feels Tax Commission should require remittance of sales tax from goods sold at yard sales and by private antique dealers	Assistance Rendered
32-5	Problems re payment of Health Services Tax on used car that was received as a gift	Declined

32-6	Gentleman who has imported a car complains health services tax is calculated on the total price of vehicle resulting in taxes levied on other taxes	Assistance Rendered

DEPARTMENT: FISHERIES

Number	Summary of Complaint	Result
34-1	Alleges a local fisheries representative has been rude and insulting to her	Resolved
34-2	Alleges the Loan Board acted much too quickly when they repossessed his boat	Unsupported
34-3	Complaint re lack of access to government wharf	Under Investigation

DEPARTMENT: GOVERNMENT SERVICES

Number	Summary of Complaints	Result
36-1	Alleges the Government Book Store is in competition with his business	Discontinued (Client)
36-2	Complaint he was not given a hearing before disciplinary action was taken against him	Discontinued (Ombudsman)

DEPARTMENT: HEALTH

Number	Summary of Complaint	Result
38-1	Feels the actions of a health inspector led to him being victimized by an action in Small Claims Court	Unsupported
38-2	Complaint she is being downgraded from "Grace Graduate" status to nursing assistant	Assistance Rendered
38-3	Feels Department of Health did not keep him apprised re sewage problem in his apartment building	Unsupported

38-4	Feels Department of Health is withholding information re pollution in their area	Assistance Rendered
38-5	Alleges department is being "difficult" re issuance of Ambulance Attendant Certificiate	Assistance Rendered
38-6	Alleges unfair deductions are being taken off her paycheque	Unsupported
38-7	Alleges the department is not properly responding to his septic field problems	Resolved
38-8	Complainant feels her next door neighbour should not use her right-of-way as means of getting rid of his sewage	Unsupported
38-9	Seeking assistance re building permit	Partially Resolved
38-10	Alleges the poor care received by her father in hospital led to his untimely death	Assistance Rendered
38-11	Complainant having many problems with Department of Health in trying to obtain a "Perc Test" and installing a suitable septic system	Discontinued (Client)

DEPARTMENT: HEALTH SERVICES & INSURANCE (Including MSI)

Number	Summary of Complaint	Result
40-1	Complaint MSI will pay for drugs required, but not syringes needed for daily injections	Unsupported
40-2	MSI in Nova Scotia and Ontario both deny responsibility for medical costs incurred	Resolved
40-3	Complainant calling from hospital, alleges he is being denied his "rights"	Unsupported

DEPARTMENT: HOUSING COMMISSION

Number	Summary of Complaint	Result
44-1	Due to the nature of the work, it cannot be completed before cut-	

	off date, therefore he will lose his grant	Partially Resolved
44-2	Complains that contractor erecting senior citizen housing complex has left unsightly mess along her property line	Resolved
44-3	Lease Purchase Program; query re status of his mortgage/rent	Assistance Rendered
44-4	Nebulous complaint about housing complex in which she resides	Discontinued (Client)
44-5	Numerous complaints re conditions at senior citizen complex	Resolved
44-6	Feels she is getting "run around" in her attempts to build addition on her house	Unsupported
44-7	Business commitment made by official of Nova Scotia Housing Commission was erroneous	Unsupported
44-8	Alleges rent he is charged is not on basis of income; has compared with other residents' incomes and feels wronged	Under Investigation
44-9	Cannot sell house because deed transfer of land is faulty	Discontinued (Client)

DEPARTMENT: HUMAN RIGHTS COMMISSION

Number	Summary of Complaint	Result
46-1	Complaint Human Rights Commission is stalling and will not divulge information re discrimination case	Assistance Rendered
46-2	Feels letter from Affirmative Action officer was harsh and degrading	Discontinued (Ombudsman)
46-3	Unsatisfied with response received from Human Rights officer about his complaint	Partially Resolved

DEPARTMENT: LABOUR AND MANPOWER

Number	Summary of Complaint	Result
48-1	Alleges department will not assist him in the collection of back wages from his former employer	Unsupported
48-2	Alleges she is not getting "answers" from Labour Standards re vacation pay due her	Resolved
48-3	Alleges she has not been treated fairly by a Labour Standards Officer	Assistance Rendered
48-4	Feels the department is not supporting her contention that she was not paid by her former employer	Assistance Rendered
48-5	Qualified retired plumber wants private plumber's license but cannot get one without taking test, which is now all metric	Assistance Rendered
48-6	Disagrees with director's order to remit payment to Labour Standards Tribunal	Unsupported

DEPARTMENT: LANDS AND FORESTS

Number	Summary of Complaint	Result
50-1	Complaint involving the jacking of a deer on his property	Assistance Rendered
50-2	Alleges Lands and Forests survey crew damaged his private road with 4-wheel drive truck	Assistance Rendered
50-3	Feels he should have been recalled for caretaker duties at provincial park after nine years as permanent casual employee; wants a favourable letter of reference	Assistance Rendered
50-4	Complaint passengers being picked up by government helicopter were arrogant and insulting to her	Assistance Rendered

50-5	Complaint re time of day aerial spraying is carried out	Assistance Rendered
50-6	Litany of complaints including allegation Department of Lands and Forests is claiming his property as being Crown land	Discontinued (Client)
50-7	Complaint Warden seized his rifle causing him to miss out on entire hunting season	Declined
50-8	10 years ago Department of Lands and Forests expropriated some of his property; claimant wants to exchange his remaining land for Crown land, or, have the Crown purchase the remaining land	Assistance Rendered
50-9	Complainant believed he was being hired as a permanent employee; alleges unfair dismissal from job	Under Investigation

DEPARTMENT: LIQUOR COMMISSION, NOVA SCOTIA

Number	Summary of Complaint	Result
52-1	Part-time employee feels she should have been given more consideration for hiring when permanent position became vacant	Assistance Rendered

DEPARTMENT: LIQUOR LICENSE BOARD, NOVA SCOTIA

Number	Summary of Complaint	Result
54-1	Feels the one-week suspension of his liquor license was "extremely severe"	Assistance Rendered

DEPARTMENT: MINES AND ENERGY

Number	Summary of Complaint	Result
56-1	Question concerning rights of mining company to enter his property for exploration purposes	Discontinued (Client)
56-2	Dissatisfied with monies being awarded for blasting claim	Discontinued (Ombudsman)
56-3	Cannot get answer re the reduction by 4.2% of the power rate subsidization	Assistance Rendered

DEPARTMENT: MUNICIPAL AFFAIRS

Number	Summary of Complaint	Result
58-1	Feels he is owed a refund in property tax	Unsupported
58-2	Public Service Award — discrepancy between amount promised and amount being received	Assistance Rendered
58-3	Alleges his property assessment is much too high and may soon force him out of business	Under Investigation

DEPARTMENT: MUNICIPALITIES

Number	Summary of Complaint	Result
60-1	Complaint concerning placement of mother in a nursing home	Assistance Rendered
60-2	Unable to contact social worker	Assistance Rendered
60-3	Senior citizen feels he should not pay for sewage service which he does not use	Unsupported
60-4	Feels she has been unjustly treated by the municipality re denial of a store license	Unsupported
60-5	Complaint re the incarceration of her boyfriend	Assistance Rendered
60-6	Alleged lack of co-operation on part of social worker	Assistance Rendered
60-7	Feels he is being unfairly treated	Assistance Rendered

60-8	Complaint her boarder is being denied social assistance benefits	Assistance Rendered
60-9	Complaint against a matron at institution where she is incarcerated	Assistance Rendered
60-10	Complaint she has received notice of eviction from Housing Authority; complains of harassment by housing inspectors and staff	Assistance Rendered
60-11	Did not like the manner in which a Business Improvement Development Commission was forced upon them by town council	Discontinued (Ombudsman)
60-12	Alleges he cannot obtain benefits because he does not have a "fixed" residence	Assistance Rendered
60-13	Alleges the town is not taking steps to resolve her flooding problem	Resolved
60-14	Complaint volunteer fire department dissolved the committee appointed to arrange rentals of firehall for bingo, parties, etc.	Unsupported
60-15	Alleges Housing Authority has unfairly terminated his lease	Unsupported
60-16	Alleges town demolished his home without legal authority	Assistance Rendered
60-17	Complainant, who is a recipient of municipal assistance, feels the municipality should pay the full cost of eye glasses	Assistance Rendered
60-18	Alleges town was lax re one by-law affecting him, now is very stringent in enforcing another by-law against him	Unsupported
60-19	Feels it is unfair she must pay approximately $100.00 interest on tax bill she alleges she did not receive	Unsupported
60-20	Alleges the municipality issued him the wrong deed to a piece of property that he purchased at a tax sale	Resolved
60-21	Feels the county is procrastinating in regard to the clean up of a	

	health hazard near his home	Resolved
60-22	Alleges town not fulfilling its responsibilities re agreement to erect retaining wall near his property	Assistance Rendered
60-23	Alleges recent construction of sidewalks near her home is causing flooding to her property	Unsupported
60-24	Department refuses to purchase "medical aid item"	Discontinued (Client)
60-25	Complainant has been told her Child Tax Credit (Federal) will be subtracted from her municipal social assistance	Assistance Rendered
60-26	Alleged beating of her son by city police	Resolved
60-27	Alleges certain municipal by-laws relating to adult entertainment zones are unconstitutional	Discontinued (Ombudsman)
60-28	Feels town should compensate him for damages resulting from excavation for sewer	Unsupported
60-29	Alleges town not complying with its own by-law concerning the issuance of taxi licenses	Assistance Rendered
60-30	Feels the town should help resolve a complaint he has against the town's tennis club	Unsupported
60-31	Complaint town has refused to grant him social assistance	Assistance Rendered
60-32	Nebulous complaint(s) re her stay in correctional facility	Discontinued (Client)
60-33	Feels the municipality should not have called tenders for the collection of refuse	Unsupported
60-34	Complaint re county's refusal to grant permit for on-site sewage disposal system	Unsupported
60-35	Alleges police do not provide her proper protection from harassment due to her profession	Assistance Rendered
60-36	Complaint re issuance of taxi license by municipality	Assistance Rendered
60-37	Complaint the county health	

	board won't take action against his neighbour who is polluting his property	Discontinued (Client)
60-38	Alleges the municipality sold some of his property at a tax sale	Discontinued (Ombudsman)
60-39	Alleges incorrect street alignment will lead to serious problems for the abutting property owners	Unsupported
60-40	Complainant feels it is not "reasonable to be charged interest on taxes when the taxes had not been invoiced"	Unsupported
60-41	Alleged voting irregularities in municipal election	Discontinued (Client)
60-42	Feels the town did not properly respond to concerns raised re excessive noise	Unsupported
60-43	Complaint re sewer maintenance tax	Discontinued (Client)
60-44	Feels the municipality should reimburse her for property that she purchased "sight unseen" at a tax sale because it is "dike land"	Unsupported
60-45	Complaint corrective action is not being taken re pollution of well caused by overflowing of neighbour's sewage system	Unsupported
60-46	Complaint re two mobile homes located on a building lot next to their residential street	Assistance Rendered
60-47	Complaint her city social assistance cheque has been reduced by $100.00 and she cannot contact department to find out why	Assistance Rendered
60-48	Concern voiced regarding the possible location of a moto cross track	Assistance Rendered
60-49	Feels police were not thorough enough when investigating a crime	Unsupported
60-50	Expropriation of property for which he has not been reimbursed	Resolved
60-51	Problems regarding water bills	Unsupported

60-52	Enquiries re mother's committal to county hospital	Assistance Rendered
60-53	Complaint he was promised public housing now is being refused due to past criminal record	Assistance Rendered
60-54	Complaint re lack of access to the minutes of municipal council meeting	Unsupported
60-55	Feels he is not being called to duty enough by the municipality	Unsupported
60-56	Within a month after property assessed by municipality, the barn was lost by fire; alleges municipality wants him to pay taxes on barn for remainder of calendar year	Under Investigation
60-57	Contractor accusing city officials of fraud, bribery, lies, kickbacks, favouritism	Unsupported
60-58	Alleges members of town council are abusing their authority	Under Investigation
60-59	Complaint re public meeting at which sidewalk construction was approved	Under Investigation
60-60	Alleges municipality is not properly utilizing funds collected under the "Dog Control and Sheep Protection Act"	Declined
60-61	Alleges town is wrongfully claiming ownership of his property	Assistance Rendered
60-62	Alleges city says her inherited property is not hers to sell, as house is located on wrong lot	Assistance Rendered
60-63	Complaint she is not eligible to get back on social assistance as she spent a settlement payment of $6,900.00 in two months	Assistance Rendered
60-64	Complainant feels her assistance benefits should be increased because of an increase in her rent	Assistance Rendered
60-65	Complainant feels her five year old son should be bussed to school	Discontinued (Ombudsman)
60-66	Difficulties establishing a moto cross area	Under Investigation

60-67	Alleges her car was illegally broken into and towed away; said to be for unpaid traffic tickets accrued by previous owner	Resolved
60-68	Ongoing sewage problem	Under Investigation
60-69	Complainant alleges his benefits were unjustly terminated	Unsupported
60-70	Alleges municipality will not investigate her complaint because she wishes to remain anonymous	Assistance Rendered
60-71	Alleges he cannot get emergency money for groceries to feed his children	Unsupported
60-72	Supervisor feels his superiors should be more supportive of him when he is dealing with his workers	Declined
60-73	Alleges he was unfairly dismissed from job	Unsupported
60-74	Complainant who lies habitually about his job situation cannot get social services assistance	Discontinued (Client)
60-75	Complainant does not want to be transferred from municipal social assistance to provincial social assistance	Declined
60-76	Alleges she was assaulted yet police would not press charges	Assistance Rendered
60-77	Nebulous complaint regarding the town's water supply	Discontinued (Client)
60-78	Complainant feels he was treated unfairly because he was denied municipal social assistance	Assistance Rendered
60-79	Feels the town should take over a street that services his trailer park, as well as other properties on which the town collects taxes	Unsupported
60-80	Complainant alleges municipality issued a Quit Claim Deed to another individual for a section of his property	Under Investigation
60-81	Complainant alleges the municipality issued to another individual	

	a Quit Claim Deed for most of her property	Unsupported
60-82	Complaint relating to the town's refusal to grant him permission to develop a certain piece of property he owns	Discontinued (Ombudsman)
60-83	Alleged harassment by police department for ticket issued in error	Resolved
60-84	Complaint she has not received an acknowledgment or an answer to her letter of complaint	Under Investigation
60-85	Woman with three children, on social assistance, would like someone to pay for the trip back home to Alberta; feels she is getting the "run around"	Assistance Rendered
60-86	Alleges a town official prevented him from obtaining employment in the Winter Works Program	Resolved
60-87	Complainant alleges the county should support her concerning a land dispute	Unsupported
60-88	Able-bodied, unemployed male complains he is not entitled to receive social assistance benefits	Assistance Rendered
60-89	Alleges Children's Aid Society did not have just cause for apprehending child	Assistance Rendered
60-90	General complaints against a municipality	Discontinued (Client)
60-91	Complaint re rebate of municipal taxes	Under Investigation
60-92	Alleges the municipality is obtaining funds fraudulently under the Sheep Protection Act	Declined
60-93	Seeking assistance to obtain social assistance benefits	Assistance Rendered
60-94	Complaint about city's attitude regarding its responsibilities for the actions of its police force	Assistance Rendered
60-95	Dispute with town re construction of outbuilding and lack of zoning bylaws concerning same	Assistance Rendered

60-96	Feels it is unfair he cannot get money to pay for his continuing accommodation at Salvation Army	Unsupported
60-97	Complaint his social assistance benefits were disrupted due to error in report	Assistance Rendered
60-98	Feels town's proposal to close a certain street should not be approved	Under Investigation

DEPARTMENT: OTHER BRANCHES OF GOVERNMENT

Number	Summary of Complaint	Result
62-1	Wants to know why the official crest of Nova Scotia is no longer used	Assistance Rendered

DEPARTMENT: POWER CORPORATION, NOVA SCOTIA

Number	Summary of Complaint	Result
66-1	Alleges failure to disconnect power in former residence was mistake of Nova Scotia Power Corporation; she should not be responsible for extra billing	Discontinued (Client)
66-2	Complaint Nova Scotia Power Corporation will not sell him a strip of property that is adjacent to his property	Unsupported
66-3	Complainant feels her power bill was excessively high	Assistance Rendered
66-4	Right-of-way across his property was supposed to be 130 feet wide; wants compensation for excess footage and timber taken	Resolved
66-5	Alleges Nova Scotia Power Corporation destroyed his fence; complaint they refuse to either compensate him or make necessary repairs	Unsupported

66-6	Alleges unfair treatment re "hook-up" of power to his summer camp	Unsupported
66-7	Alleges Nova Scotia Power Corporation will not turn on power to trailer he is renting unless a deposit is paid	Unsupported
66-8	Complainant alleges her power bill is in arrears because she didn't receive her bills; Power Corporation now demanding payment immediately	Unsupported
66-9	Alleges Nova Scotia Power Corporation will not consider him for an interview re prospective job positions	Resolved
66-10	Complainant obtaining electrical power illegally from a friend; Power Corporation has threatened to disconnect power to his friend's residence	Discontinued (Client)
66-11	Resurrection of land expropriation case which started in 1967	Discontinued (Client)
66-12	Secretary about to retire alleges pension options being offered her are not fair	Resolved
66-13	Seeking clarification on policies of the Nova Scotia Power Corporation	Assistance Rendered
66-14	Business man who sells electrical equipment feels Nova Scotia Power Corporation should offer an alternative brand when naming equipment for "Spec" sheet	Resolved

DEPARTMENT: PRIVATE MATTERS
(Including Requests for Information)

Number	Summary of Complaint	Result
68-1	Long complaint re faulty work done on her car	Assistance Rendered
68-2	Complaints re selling of car, post-dated cheques, NSF cheques and his subsequent eviction	Assistance Rendered

68-3	Difficulty with a credit union	Assistance Rendered
68-4	Complaint against car insurance company	Assistance Rendered
68-5	Complainant advises of problems he is having trying to obtain employment	Assistance Rendered
68-6	Caller inquiring as to where old bibles can be appraised	Assistance Rendered
68-7	Feels his grandmother is being "taken to the cleaners" by his aunt regarding her care	Assistance Rendered
68-8	Requesting assistance to obtain medical information from an out-of-province hospital	Assistance Rendered
68-9	Complaint re moisture problems in their new home	Assistance Rendered
68-10	Feels she was unjustly terminated from place of employment	Unsupported
68-11	Complaint insurance company has denied liability	Assistance Rendered
68-12	Complainant is being sued because house she sold four years ago has a flooded basement	Assistance Rendered
68-13	Alleges doctor's operation was unsuccessful	Unsupported
68-14	Problems concerning payment of student loan	Assistance Rendered
68-15	Complaint re fire insurance company's failure to pay claim	Assistance Rendered
68-16	Complainant waited five years for landlord to paint his apartment so he purchased paint and painted apartment himself; landlord refuses to reimburse complainant	Unsupported
68-17	Resident of Nova Scotia who was injured at work in another province makes complaint about workers' benefits	Assistance Rendered
68-18	Grandmother complains she is unable to contact her granddaughter because the mother disapproves	Declined
68-19	Letter written in vague and general nature	Discontinued (Client)

68-20	Complaint her sister is harassed by pharmacist in drugstore	Discontinued (Client)
68-21	Alleges former employer stated "Fired for Dishonesty" on her dismissal papers to be vindictive	Assistance Rendered
68-22	Company he worked for has gone into receivership; alleges bank is getting its money but he is not	Assistance Rendered
68-23	Complaint they are being charged for several long distance phone calls they did not make	Unsupported
68-24	Requesting assistance in dealing with an insurance company	Assistance Rendered
68-25	Visitor drawing pension from Workers' Compensation in Ontario having trouble with prosthetic leg	Assistance Rendered
68-26	Alleges she was harassed at work, especially sexually	Discontinued (Client)
68-27	Claimant has been advised by Registrar she will not graduate in spring because $498.00 in tuition fees is outstanding	Resolved
68-28	Requesting assistance to obtain documents re his case being heard in an out-of-province small claims court	Resolved
68-29	Requesting advice on numerous personal problems	Assistance Rendered
68-30	Complaint he has been forced into receivership by bank	Assistance Rendered
68-31	Feels a proprietor of a private business does not have the right to charge for a glass of water	Unsupported
68-32	Feels her lawyer's bill is too high	Assistance Rendered
68-33	Complaint re car insurance company's failure to pay claim	Assistance Rendered
68-34	Complaint his daughter co-signed a loan for husband who is now estranged and she is being held responsible to repay the debt	Discontinued (Client)
68-35	Difficulties with bank and brother regarding mortgage on jointly-owned house	Assistance Rendered

68-36	Complaint owner of amusement arcade lets her 12 year old daughter on his premises during school hours	Assistance Rendered
68-37	Complaint bank will not give him a personal loan	Declined
68-38	Complaint university has cancelled special course for which he was accepted	Discontinued (Client)
68-39	Problem with landlord, collection agency, judgment and possibility of wages being garnisheed	Assistance Rendered
68-40	Feels warranty on furnace is not being honoured by the manufacturer	Assistance Rendered
68-41	Complaint re her ineligibility for a disability pension from her former employer	Assistance Rendered
68-42	Dispute over personal items and property with former common-law wife	Declined
68-43	Feels claim through her fire insurance company is not being processed properly	Discontinued (Ombudsman)
68-44	Complainant who was assured repeatedly her position was "safe" has been laid off	Assistance Rendered
68-45	Feels he was misled by an investment company	Assistance Rendered
68-46	Alleges her late husband's business partner is taking money from the company which she feels is hers	Discontinued (Ombudsman)
68-47	Alleges it is unfair her paraplegic son cannot receive any assistance because five years ago he received $75,000. cash from judgment recovery yet is unable to supply receipts to show where the money was spent	Assistance Rendered
68-48	Alleges the surveyor made a mistake when surveying her property	Discontinued (Client)
68-49	Long story involving family and legal problems	Assistance Rendered

68-50	Private dispute involving company going into bankruptcy	Assistance Rendered
68-51	Complainant trying to collect on a group insurance policy	Under Investigation
68-52	Confused person filled with strange beliefs, seeking her true spiritual marriage partner	Declined
68-53	Complaint telephone company has disconnected her telephone due to client's similarity of name with non-paying customer	Resolved
68-54	Alleges she was "threatened" by the collection division of telephone company	Assistance Rendered
68-55	Many cases of perceived discriminations suffered by complainant over the past 40 years	Assistance Rendered
68-56	Alleges proprietors of trailer court shut off his water supply when they think he is too noisy	Discontinued (Client)
68-57	Alleges accounting firm is not handling his bankruptcy account as well as they should	Assistance Rendered
68-58	Complaint against local supermarket	Assistance Rendered
68-59	Re high interest rate on mortgage; would like lower rate	Assistance Rendered
68-60	Car accident occurred over two and one half years ago; complaint re settlement of same	Discontinued (Client)
68-61	Legal matter re obtaining clear title to his late father's farm	Assistance Rendered
68-62	Complaint insurance company is denying the disability benefits she feels she is entitled to receive	Assistance Rendered
68-63	Steel building with 20 year guarantee is starting to rust around the rivets	Assistance Rendered
68-64	The used car he bought is a "lemon"	Assistance Rendered
68-65	Client wishes to re-open insurance case for which he signed a release over three years ago	Assistance Rendered

68-66	Employer having difficulty being reimbursed for income tax money that should have been paid by her former "commission" employee	Assistance Rendered
68-67	Problems with magazine subscriptions	Assistance Rendered
68-68	Complaint her doctor will not refer her to a skin specialist	Assistance Rendered
68-69	Alleges she was misled by used car dealer	Assistance Rendered
68-70	Complaints against private company: fired because she wanted a national holiday off; worked long overtime hours for which never paid	Discontinued (Client)
68-71	Landlord questions whether he must give reason for turning down a prospective tenant	Assistance Rendered
68-72	Alleges former employer is giving bad references as she applies for a new job	Assistance Rendered
68-73	Very irate caller complaining about poor quality of cars	Assistance Rendered
68-74	Complaint telephone company is going to disconnect his phone and has informed him he must "put down" a $75.00 deposit	Assistance Rendered
68-75	Alleges her lawyer charged her $850.00 for doing nothing	Discontinued (Client)
68-76	Vandalism and harassment by next-door neighbors over thirteen year period	Under Investigation
68-77	Complaint collection agency, representing company he has never heard of, has threatened summons	Resolved
68-78	Dispute with next-door neighbours	Assistance Rendered
68-79	Complaint he is being personally harassed for making certain decisions as town councillor	Declined
68-80	Complaint she is not allowed to know the whereabouts of her	

	granddaughter; wants us to locate child	Declined
68-81	Neither his insurance company nor insurance company of other party in accident will accept responsibility for damages to his car	Assistance Rendered
68-82	Purchased used car from dealership two months ago and has "had nothing but trouble ever since"	Assistance Rendered
68-83	Difficulty with insurance claims, as arson for loss of house is strongly suspected	Assistance Rendered
68-84	Bingo winner dissatisfied with awarding of prizes in "tie-win"	Declined
68-85	Long story about discovering many faults in house purchased recently	Assistance Rendered
68-86	Complaint the first time she washed her new sneakers the colours ran	Assistance Rendered
68-87	Feels bill submitted by lawyer for divorce case is unreasonably expensive	Assistance Rendered
68-88	Cannot get contractor to honour his guarantee	Assistance Rendered
68-89	Dispute over cessation of employment	Discontinued (Ombudsman)
68-90	Ongoing dispute between neighbours	Assistance Rendered
68-91	Harassment by neighbour has resulted in complainant being charged with common assault	Assistance Rendered
68-92	Very distressed widow complaining about leaking windows	Assistance Rendered
68-93	Complaint re the rapid deterioration of his home	Declined
68-94	Complaint his former employer will not re-hire him	Declined
68-95	Complainant feels he paid too much for his home; feels the government should help him	Declined
68-96	Paid off mortgage; cannot get release from lending institution due	

	to loan made by previous owner	Resolved
68-97	Long call about her brother who is a taxi driver	Discontinued (Client)
68-98	Seeking assistance re proper interpretation of Privacy Act	Under Investigation
68-99	Family living in crowded accommodations cannot get recommendation as tenants	Assistance Rendered
68-100	Questions re "flammability in textiles" especially children's clothing	Assistance Rendered
68-101	Many problems involving business partners, fraudulent documents, illegal raiding of his garden	Under Investigation
68-102	Friend of man going through divorce feels the wife is making unreasonable demands on property division	Declined
68-103	Problem concerning an old mortgage and her father's will	Discontinued (Client)
68-104	Complainant seeking assistance to find employment	Assistance Rendered
68-105	Son died during nursing home fire; feels she should be able to collect for funeral expenses	Assistance Rendered
68-106	Complaint a lawyer went to the registry and gained access to her father-in-law's will	Assistance Rendered
68-107	Numerous construction problems with new home	Assistance Rendered
68-108	Dispute re insurance claim	Discontinued (Client)
68-109	Alleges Hurricane fighter aircraft at bottom of lake has been sold illegally	Assistance Rendered
68-110	Seeking assistance re divorce proceedings	Assistance Rendered
68-111	A six-year feud with large bullying neighbour	Discontinued (Client)
68-112	Complainant seeking information on ways to alleviate problem of creosote build-up in chimney	Assistance Rendered
68-113	Nebulous complaints involving neighbours, police, etc.	Declined
68-114	Feud with neighbours	Declined
68-115	Complainant advised of a matter	

	relating to her late mother's will	Assistance Rendered
68-116	Complainant was stabbed in the hand and consequently lost the use of his hand, he is seeking compensation	Assistance Rendered
68-117	Complainant dissatisfied with court decision re car accident	Assistance Rendered
68-118	Complainant displeased with decision of insurance company re car accident	Assistance Rendered
68-119	Complaint about nature of article written in local newspaper	Assistance Rendered
68-120	Complaint a private business requested his social insurance number as a piece of identification	Assistance Rendered
68-121	Seeking clarification on a policy regarding the statute of limitation governing an insurance company that was handling an accident claim	Assistance Rendered
68-122	Alleges a former business partner is responsible for the manipulation of company's stock	Assistance Rendered
68-123	Incident from his past preys on his mind to extent he cannot work	Assistance Rendered
68-124	Complainant bought a condominium through a real estate company; has been paying mortgage to the real estate company but the real estate company has not been paying their mortgage holder	Discontinued (Ombudsman)
68-125	Feels she was unfairly dismissed from her position as private duty nurse	Assistance Rendered
68-126	Alleges she was misled regarding the steps to be taken for removal of urea formaldehyde foam insulation from her residence	Assistance Rendered
68-127	Very long story about people stealing his ideas and not giving him the credit	Assistance Rendered
68-128	Complainant not pleased with de-	

	cision made in a court of law	Assistance Rendered
68-129	Dissatisfied with services provided by Legal Aid lawyer	Resolved
68-130	Complaint her husband's union struck him off workers' list	Assistance Rendered
68-131	Complaint his employer insists he must take gun training on Sunday and evenings without pay	Declined
68-132	Alleges his insurance company is "dragging their feet" with reference to his claim	Assistance Rendered
68-133	Numerous complaints relating to his car	Assistance Rendered
68-134	Difficulties with car dealership; went to Small Claims Court; dealership has appealed decision	Assistance Rendered
68-135	Much to say about conspiracy against her in present accommodation	Declined
68-136	Concerns re confidentiality of Ombudsman proceedings; is the Ombudsman immune from subpoena to court?	Assistance Rendered
68-137	Private business enquiry re its money and debts — the shop has shown no profits in its first year	Assistance Rendered
68-138	Enquiry — is it imperative that he sign a lease?	Assistance Rendered
68-139	Complainant advises he has been unable to obtain fire insurance on his home	Assistance Rendered
68-140	Enquiry — how can she obtain a Christmas dinner?	Assistance Rendered
68-141	Complainant currently has a 19% interest rate on his mortgage; wishes to take advantage of the lower interest rate but does not want to pay the penalty fee	Assistance Rendered
68-142	Complaint he has applied for numerous jobs yet has not been the successful candidate	Assistance Rendered
68-143	Feels he was "robbed" monies due him re his mother's estate	Under Investigation
68-144	Dispute with neighbour prevents	

	access to a public utility by complainant	Under Investigation
68-145	Enquiry — what are the rules about damage deposits?	Assistance Rendered
68-146	Anonymous written complaint re incarceration of Donald Marshall; feels he should be compensated for being in "jail for a crime he did not commit"	Unsupported

DEPARTMENT: PROVINCIAL HOSPITALS

Number	Summary of Complaint	Result
72-1	Complaint hospital will not apply cost of four years renting, towards price to purchase, Maxi-Myst machine	Assistance Rendered
72-2	Nurse wants notes on her personal life to be removed and destroyed from her Personnel File	Discontinued (Client)
72-3	Alleges he was unlawfully committed to hospital forcing him out of his university career, with resultant injurious effect to his entire subsequent career; wants to bring suit	Assistance Rendered
72-4	Complainant feels his rights were violated while a patient in psychiatric ward of hospital(s)	Under Investigation
72-5	Alleges his application is not being presented to the board for consideration in job competition	Declined
72-6	Doctor dissatisfied with compulsory retirement by-law in local hospital	Declined

DEPARTMENT: PUBLIC UTILITIES, BOARD OF COMMISSIONERS OF

Number	Summary of Complaint	Result
74-1	Alleges gasoline retail license cannot be sold with store when transfer to son takes place	Resolved

DEPARTMENT: SCHOOL BOARDS

Number	Summary of Complaint	Result
80-1	Alleged unfair dismissal from teaching position	Assistance Rendered
80-2	Complaint re "parent input" in study being undertaken by school board	Discontinued (Client)
80-3	Termination of his job when new district school board formed	Discontinued (Ombudsman)
80-4	Has been suspended from job for indefinite period of time due to past minor criminal charge; wants reinstatement	Assistance Rendered
80-5	Complaint he is being forced by school board to retire as bus driver at age 65	Assistance Rendered
80-6	Complaint that laid-off fulltime teachers will have priority re opportunities to substitute teach	Unsupported
80-7	Alleges his dismissal was on the grounds of discrimination	Unsupported
80-8	Complaint he was fired effective immediately due to allegation by secretary of sexual harassment	Assistance Rendered

DEPARTMENT: SOCIAL SERVICES

Number	Summary of Complaint	Result
82-1	Feels she has been unfairly treated with regard to her application for family benefits	Unsupported
82-2	Request for information re standing in competition for government employment	Assistance Rendered
82-3	Complaint re denial of benefits	Resolved
82-4	Alleges his benefits will not increase to cover his rent increase	Resolved
82-5	Alleges his social assistance cheque did not increase to cover rental increase	Assistance Rendered

82-6	Complaint re lack of information from department involving overpayment	Unsupported
82-7	Disability pension is shared federally-provincially; complaint that due to raise in federal portion province has reduced its portion resulting in small net loss	Assistance Rendered
82-8	Nebulous complaint concerning treatment received by now deceased aunt at nursing home	Discontinued (Client)
82-9	Couple with eight children, four of whom are mentally handicapped, complains their family benefits have been reduced	Unsupported
82-10	Complaint that family benefits have been suddenly terminated because she did not report a paid training course or periods of employment	Assistance Rendered
82-11	Feels the Children's Aid Society not taking appropriate action regarding possible child abuse situation	Unsupported
82-12	Lengthy complaint about how some people get social assistance when they don't deserve it; others who should get it cannot	Assistance Rendered
82-13	Alleges he has been unfairly entered in the Child Abuse Register	Assistance Rendered
82-14	Problems after divorce re son and his custody	Assistance Rendered
82-15	Disputes decision by Minister that he, as deserted husband, cannot receive family benefits	Unsupported
82-16	Disagrees with ruling she must be on municipal social assistance for six months before she is eligible for family benefits	Unsupported
82-17	Feels cheque from Canada Pension should not be remitted to department as she was not recipient of family benefits at time for which cheque was effective	Resolved

82-18	Complaint she cannot get a thorough investigation into the circumstances surrounding the death of her father in nursing home	Assistance Rendered
82-19	Feels the Department of Social Services is unfairly expecting him to support his common-law wife's child	Unsupported
82-20	Feels the allowable amount accepted by the Department of Social Services for heating his house is rather low	Unsupported
82-21	Long, lengthy, disjointed story re the poor care of an aunt residing in nursing home	Discontinued (Client)
82-22	Alleges unfair hiring practices at a youth training centre	Unsupported
82-23	Writer poses a number of questions re general policy of nursing homes	Assistance Rendered
82-24	Complaint cost of keeping mother in nursing home is "eating up her whole estate"	Assistance Rendered
82-25	Woman on social assistance complains her unemployed son cannot get social assistance also	Assistance Rendered
82-26	Disapproves of manner in which Department of Social Services handled child abuse matter	Unsupported
82-27	Alleges Department of Social Services has unjustly forced him to close his Home for Special Care business	Unsupported
82-28	Complainant feels he was best candidate for job yet did not win competition	Unsupported
82-29	Alleges she was prosecuted simply to protect the Department of Social Services	Under Investigation
82-30	Appeal for supplement to his benefits to pay for prescription drugs	Assistance Rendered
82-31	Feels she was misled by social worker resulting in large over-	

	payment owed back to the Department	Unsupported
82-32	Complainant disagrees with ruling that her mother's move to Ontario will not be paid for by Department of Social Services	Assistance Rendered
82-33	Alleges department may discontinue paying for her expensive medication	Assistance Rendered
82-34	Alleges she has been refused social assistance and has lost her appeal for same	Discontinued (Client)
82-35	Alleges her benefits were unjustly terminated	Unsupported
82-36	Alleges Department of Social Services terminated her assistance because she was evicted from her apartment	Unsupported
82-37	Complainant feels Department of Social Services should pay for a hypnotist to cure his smoking habit	Resolved
82-38	Nebulous complaint mostly about inability to live on social assistance benefits	Assistance Rendered
82-39	Alleges her family benefits are inadequate for her situation	Assistance Rendered
82-40	Enquiry re entitlement, and, applying for disability pension	Assistance Rendered
82-41	Complainant feels her mentally retarded daughter is not receiving appropriate care at a nursing home	Unsupported
82-42	Feels the regulations of Department of Social Services are unfair	Declined
82-43	Alleges the executive assistant does not return his calls	Assistance Rendered
82-44	Problem with repayment of overpayment of benefits	Resolved
82-45	Alleges his parents cannot survive on the amount of social assistance they receive	Assistance Rendered
82-46	Adopted, now 38 years old, wants to find natural parents; depart-	

	ment will not disclose pertinent information	Discontinued (Client)
82-47	Feels he should receive more money for fuel allowance during winter months	Declined
82-48	Complaint visiting privileges with son have been terminated due to allegations made by former wife re sexual impropriety	Assistance Rendered
82-49	Complainant alleges the Department of Social Services did not have sufficient reasons to terminate his benefits	Unsupported
82-50	Complaint application for rehabilitation program in Ontario has not been replied to or acknowledged	Assistance Rendered
82-51	Complaint Department of Social Services will not divulge name of people who adopted his sister many years ago	Declined
82-52	Complaint Children's Aid Society of Metropolitan Toronto will not give her a specific date when her son will be returned to her	Assistance Rendered

DEPARTMENT: TRANSPORTATION
(Including Registry of Motor Vehicles)

Number	Summary of Complaint	Result
86-1	Complaint department will not call long distance to return his call	Assistance Rendered
86-2	Complainant paid for registration of motor vehicle; sold vehicle one month later, feels he should get refund	Unsupported
86-3	Complex situation over land taken for bridge approaches	Under Investigation
86-4	Feels the department is taking his best land	Unsupported
86-5	Alleges Department of Transportation ignores his complaints about the snowplow knocking over his mailbox	Assistance Rendered

86-6	Complaint Judgment Recovery (N.S.) cannot make payment re losses in accident unless other driver who caused the accident consents	Assistance Rendered
86-7	Complaint he has not been re-hired for the summer	Unsupported
86-8	Complaint he cannot get any highway work for his dump truck this year	Discontinued (Ombudsman)
86-9	Dissatisfied with safety inspection requirements applied when checking used cars	Assistance Rendered
86-10	Complaint re flooding problem that is allegedly caused by a highway culvert	Resolved
86-11	Complaint Department of Transportation has still not replaced fences, as promised, that were removed during expropriation	Resolved
86-12	Alleges department is not treating him in a fair and equitable manner re fence he built on highway right-of-way	Unsupported
86-13	Alleges he is being treated unfairly in that the department will not re-hire him	Assistance Rendered
86-14	Complaint re issuance of a higher class of driver's license	Assistance Rendered
86-15	Feels the department's culvert is responsible for flooding of his property	Unsupported
86-16	Feels it is unfair a private contractor closed a public road near his residence	Resolved
86-17	Feels the department should upgrade abandoned road so his son can relocate his trailer	Unsupported
86-18	Alleges drainage problem is largely caused by Department of Transportation	Assistance Rendered
86-19	Alleges an employee of the department removed a survey stake from her property	Unsupported

86-20	Alleges Inspection Division will not tell him exactly what an inspection station (for cars) is supposed to examine	Assistance Rendered
86-21	Problems re drainage ditch which runs through property	Discontinued (Ombudsman)
86-22	Feels Department of Transportation should replace "washed out" culvert which runs under his driveway	Unsupported
86-23	Feels department is responsible for potentially dangerous situation near her home	Unsupported
86-24	Feels his motor vehicle record abstract may list some incorrect information	Discontinued (Client)
86-25	Wants Department to correct flooding problem; feels flooding is caused by recent upgrading of road	Discontinued (Client)
86-26	Complaint he is not getting any salt-hauling work for his dump truck	Under Investigation
86-27	Alleges dirt road on which she lives becomes impassable in adverse weather	Resolved
86-28	Seeking assistance regarding the department responsible for the Tancook Island Ferries	Assistance Rendered
86-29	Seeking assistance to determine why she was not the successful candidate in a competition	Assistance Rendered
86-30	General complaint against Department of Transportation	Assistance Rendered
86-31	Feels the Department of Transportation should upgrade the road she uses by having it ditched and gravelled	Resolved
86-32	Complainant feels the department is not making a substantial offer for the purchase of his property	Discontinued (Client)
86-33	Seeking apology from Department of Transportation re policy in effect, and which inconven-	

	ienced him, at time of renewal of driver's license	Under Investigation
86-34	Alleges it is unfair to increase his payments to the Judgment Recovery Fund	Resolved
86-35	Complainant feels the Registry of Motor Vehicles should allow some flexibility re the requirement that vehicles be insured	Assistance Rendered
86-36	Complainant feels Department of Transportation is responsible for his flooding problem; request that they correct problem	Under Investigation

DEPARTMENT: WORKERS' COMPENSATION BOARD

Number	Summary of Complaint	Result
92-1	On-going complaint against the department	Declined
92-2	Compensation benefits will be terminated	Assistance Rendered
92-3	Complaint he has not received a cost of living increase in his benefits since 1976	Resolved
92-4	Feels his benefits were terminated prematurely	Assistance Rendered
92-5	Complainant on compensation for three weeks; back to work one week when re-injured; cannot reopen old claim	Assistance Rendered
92-6	Small company requesting they not have to pay into Workers' Compensation as they have "a private (insurance) plan that is superior to the Workers' Compensation" plan	Declined
92-7	Requesting assistance to find out why his claim was not honoured	Resolved
92-8	Nova Scotia resident having difficulties with Workers' Compensation Boards of Alberta and British Columbia; while working for Al-	

	berta company he was injured within British Columbia's boundaries	Resolved
92-9	Alleges the board will not pay him benefits to which he feels he is entitled	Unsupported
92-10	Alleges that as he has grown older his physical condition has deteriorated; feels his disability pension should be increased	Assistance Rendered
92-11	Complaint he did not receive Workers' Compensation benefits for injury incurred twelve years ago	Assistance Rendered
92-12	Feels Workers' Compensation Board is treating her unfairly as they have terminated her benefits	Assistance Rendered
92-13	Inquiry as to whether he is eligible for compensation for an injury resulting from an automobile accident which occurred during working hours	Resolved
92-14	Feels it is unfair his full compensation benefits have been reduced	Unsupported
92-15	Frequent caller who has been trying to get a full permanent disability pension since 1976	Declined
92-16	Complaint his compensation benefits have ceased	Assistance Rendered
92-17	Feels Workers' Compensation Board is not examining all factors surrounding his industrial injury	Assistance Rendered
92-18	Complainant feels he was treated unfairly by the Board	Unsupported
92-19	Feels his injury is definitely work-related but Board has denied liability	Assistance Rendered
92-20	Delay in award of Workers' Compensation Benefits	Under Investigation
92-21	Complaint no action has been taken re his claim for benefits	Assistance Rendered
92-22	Complainant feels her claim should be re-opened now that she must have another operation on	

	her back	Assistance Rendered
92-23	Says there is no way Workers' Compensation Board can be sued in court of law	Assistance Rendered
92-24	Alleges his disability pension from the Board is not adequate to support his family	Assistance Rendered
92-25	Long dispute with Workers' Compensation Board about a back injury	Discontinued (Client)
92-26	Complainant feels his benefits from Workers' Compensation Board should be higher	Assistance Rendered
92-27	Difficulty with Workers' Compensation Board in Ontario	Under Investigation
92-28	Seeking assistance to sue the Workers' Compensation Board	Declined
92-29	Complaint re termination of compensation benefits	Assistance Rendered
92-30	Complainant feels Workers' Compensation Board should pay for costs of specialist and transportation	Declined

DEPARTMENT: WORKERS' COMPENSATION APPEAL BOARD

Number	Summary of Complaint	Result
94-1	Feels it is taking too long for Appeal Board to hear his case	Unsupported
94-2	Complaint his petition for disability compensation has been denied "yet again"	Discontinued (Client)
94-3	Claim for compensation rejected by Workers' Compensation Board and then by Appeal Board	Assistance Rendered
94-4	Complaint re length of time it is taking Appeal Board to reach decision on his case	Assistance Rendered

PART V
COMPLAINTS BY CATEGORY

Total Number of Complaints for Year Ended December 31, 1983 948

Formal Complaints	666
Informal Complaints	282

Formal Complaints closed as follows:

Resolved	54
Partially Resolved	4
Assistance Rendered	337
Discontinued (Ombudsman)	20
Discontinued (Client)	58
Declined	52
Unsupported	104
Under Investigation	37

Disposition of Outstanding Complaints

There were twenty-two complaints still under investigation as of December 31, 1982. These were disposed of during 1983 in the following way:

Resolved	1
Assistance Rendered	12
Discontinued (Ombudsman)	2
Discontinued (Client)	4
Unsupported	3